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ABSTRACT

A project team was commissioned to gather information which could be used by the Reference Standards Committee of the American Library Association in their development of standards for library reference services. The metropolitan Atlanta area was selected because it includes in an accessible geographical area the entire range of types of institutions which provide reference services in a sufficiently large number to be significant. This report is a descriptive study of the reference services of selected libraries and of selected users of those services. The study attempted to: (1) identify current reference measurement and evaluation techniques; (2) elicit statements concerning the use of reference statistics; (3) determine the library interest in standards for reference services; and (4) measure user satisfaction. The following recommendations are made to the Reference Standards Committee: (1) emphasize qualitative rather than quantitative measures of service, though minimum quantitative standards should be included; (2) users needs should be the most important consideration; (3) standards should initiate a self-evaluation; and (4) formulate uniform reference standards for all types of libraries. Names of project team members, summaries of replies to interview questions and lists of libraries in Atlanta are appended. (SJ)

ED 058912

A STUDY OF REFERENCE SERVICES AND REFERENCE USERS IN THE METROPOLITAN ATLANTA AREA

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A Project of the Reference Standards Committee, Reference Services Division, American Library Association, Completed by Graduate Students in Library Education at the University of Georgia

Edited by

Ruth W. White

LI 003 418

Department of Library Education
University of Georgia
Athens, Georgia

1971

A Project to Gather Data for the Use of the Reference Standards Committee in the Development of Standards of Reference Service. (Conducted through the Cooperation of the University of Georgia and the American Library Association.)

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CONTENTS

	page
TABLES	iii
ACKNOWLEDGEMENTS	iv
PREFACE	v
INTRODUCTION AND GENERAL PROCEDURES	1
PART I. REFERENCE SERVICES IN THE METROPOLITAN ATLANTA AREA	8
PART II. REFERENCE USERS IN THE METROPOLITAN ATLANTA AREA	16
PART III. STATUS OF REFERENCE SERVICE IN ATLANTA	22
PART IV. RECOMMENDATIONS	25
APPENDICES	28

TABLES

Table - page

1. Libraries in Metropolitan Atlanta 3

2. Libraries in Metropolitan Atlanta Area by County ... 4

3. Distribution of Libraries in Sample Surveyed 5

4. Distribution of Users Surveyed by Type of Library .. 6

5. Summary of Users Surveyed 6

6. Occupations of Users Surveyed 17

7. Length of Wait for Reference Information 20

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Gratitude is expressed to the many librarians in the Metropolitan Atlanta Area who gave their support to the project and their time to participate in the study. The interviewers wish to express thanks to the library patrons who took time to complete survey forms.

In addition, the department is grateful for the support of Dr. Joseph A. Williams, Dean, College of Education, University of Georgia, in allowing the project staff to utilize all the facilities and resources of the College of Education for this study.

PREFACE

This report is directed to the members of the Reference Standards Committee, Reference Services Division, American Library Association. The information contained in the report is the data gathered at the request of the Committee to assist in the formulation of a statement of standards of reference service. The study was made by the Department of Library Education, University of Georgia, through the cooperation of the University of Georgia and the American Library Association.

The Reference Standards Committee has been engaged in devising a plan to measure the effectiveness of reference services in various kinds of libraries in preparation for formulating standards to improve reference services to library users and prospective library users. When the Committee met in Chicago at the Midwinter Conference in January of 1970, the decision was made to focus the efforts on studying reference services into one specific geographical area which might be considered representative and to seek funds from the American Library Association to support the study.

The Metropolitan Atlanta Area was selected because it includes in an accessible geographical area the entire range of types of institutions which provide reference services in a sufficiently large number to be significant. The Committee felt that through limitation to one geographical area, the problem could be studied also from the point of view of the user and could be employed to further the Reference Service Division's interest in the importance of the user.

Because the Department of Library Education at the University of Georgia is located near to the Metropolitan Atlanta Area and because graduate students and competent advisors were available in that institution to conduct such a project, the Committee voted to permit

that department to make preparations for the study. The Chairman of the department, who directed the study, was a member of the Committee and was vitally interested in the project. The department is a part of the College of Education in the state university where it enjoys close relationship with other public institutions. Personnel and resources were readily available and the prestige of the institution in the Metropolitan Atlanta Area assured cooperation of public and private institutions and thoughtful responses from individual survey participants.

A small grant was authorized by the Executive Board of the American Library Association to assist in the project. Ten graduate students from the Department of Library Education were selected to carry out the survey. The grant was used to register the ten students into a research seminar and to compensate each for a portion of the travel involved in the planning sessions and the interviews. The project became a learning experinece for the students as they studied the problem, performed the literature search, designed and administered the instruments, compiled the responses, and analyzed the results.

Work was begun in December of 1970 and the actual survey was conducted during March, April and May, 1971. A preliminary report of the data was presented to the Reference Standards Committee during the Annual Conference at Dallas in June of 1971. At the request of the Committee, further analysis of the data was made during the fall. The final report was prepared for the meeting of the Committee at the Midwinter Conference in Chicago in January of 1972.

This report presents the results of A Study of Reference Services and Reference Users in the Metropolitan Atlanta Area - a descriptive study of the reference services of selected libraries and of selected users of those services. The Project staff believes that the study has

merit and that the data can be used by the Committee in fulfilling its charge to formulate a statement of standards of reference service.

Ruth W. White
December, 1971

INTRODUCTION AND GENERAL PROCEDURES

A Study of Reference Services and Reference Users in the Metropolitan Atlanta Area is an attempt to gather information about reference services and reference users as they exist in a large metropolitan area. The Atlanta area was selected because in a fairly well defined geographical location can be found examples of all types of institutions providing reference service. The validity of the results is dependent upon the accuracy of the assumption that the Atlanta area is representative of the country as a whole. In addition, the problem of studying reference services as they affect the user was thought to be more effectively studied in such an area.

The study attempted to identify current reference measurement and evaluation devices and techniques being used in the various institutions providing reference services in the Atlanta area, to elicit statements concerning the use of such reference statistics, to determine the library interest in standards for reference services, and to attempt to survey the levels of satisfaction of users with the services available to them.

A group of ten graduate students who had previously studied methods of educational research was selected to conduct the study. Although a fifth year degree was not a requirement, seven of the ten students selected were in their sixth year of professional study working toward the Education Specialist degree in Library Education under the planned program of the Department of Library Education at the University of Georgia in Athens. Nine of the participants lived and worked in the Metropolitan Atlanta area, while the tenth participant, the director, and the consultant all lived seventy miles away in Athens. The geographical location of the students was an important factor in their selection. All of the participants requested the privilege of working in the project.

The ten selected students were registered for five hours of graduate credit to be applied toward their degree objectives.

This project became a learning experience for the people selected, since they determined the research design, decided upon limitations and procedures, gathered the data, analyzed the results, and worked out implications and recommendations. The graduate students involved in the project acquired much valuable experience in practical research and a better understanding of library problems in their own community.

This is a descriptive study, designed only to elicit responses from selected libraries and users which could be summarized to represent the current situation in the Metropolitan Atlanta area. The project staff has added further analysis and recommendations for the consideration of the Reference Standards Committee to use in the formulation of standards. At the conclusion of the study, the interviewers felt that this study should be considered a pilot study to be followed by further in-depth investigation to support their recommendations. This study has been productive, in spite of a limited budget and a brief time involved.

Population The group made the decision to consider the Metropolitan Atlanta area as consisting of the following six counties, whose entire area is included in the Metropolitan Atlanta telephone directory: Clayton, Cobb, DeKalb, Fulton, Gwinnett, and Rockdale. The small sections of two other counties which are included in the telephone directory were excluded from the study.

In determining the population to be studied, a search was made for a comprehensive list of libraries in the Metropolitan Atlanta area. Although one professional group had been trying to compile such a list, none existed at the time the study was made. The students obtained lists of the school and public libraries from the Georgia State Department of

Education. The lists of private schools, colleges and universities, and businesses or other establishments having libraries were composed by calling every item in heavy black type in the telephone directory and inquiring about library service. The distribution of the number of libraries is shown on the Population Matrix on the following page and the lists of libraries from which participants in the study were selected are in the Appendix. The list includes all libraries which claimed to offer reference services and which had at least 1000 reference items to use in the services. The total population of libraries used for the study was:

Libraries in Metropolitan Atlanta

	53	Public
Table 1	509	School
	30	College & university
	89	Special
	681	Total

The potential users of the reference services of the libraries identified above would be the entire population of the Metropolitan Atlanta Area, or approximately one and one quarter million people. Obviously, the budget and time limitations precluded surveying the potential patrons. Since the only possible group to be used as the population of users seemed to be those who actually came to the libraries seeking information, the total number of reference patrons became the population to be used for the survey.

Procedures. In order to obtain a high rate of return from the libraries selected for the sample, the students visited the reference service agencies in person and interviewed the person designated as head of reference services. For the public libraries in the area, each regional or main library was surveyed, and every third additional public library from the list was surveyed. The most intensive coverage was

ble 2

LIBRARIES IN METROPOLITAN ATLANTA AREA BY COUNTY

POPULATION ... RIX

Type of libraries	Clayton Co.	Cobb Co.	DeKalb Co.	Fulton Co.	Gwinnett Co.	Rockdale Co
College & University	1	1	6	22	0	0
Public						
System Headquarters	0	1	1	1	1	0
City and Branch Libs.	3	11	9	21	4	1
School:						
Public Elementary	21	48	86	174	17	4
Public Secondary	10	19	20	45	7	2
Public Combination	0	3	2	7	2	0
Private Elementary	6	1	0	15	0	0
Private Secondary	0	0	1	3	0	0
Private Combination	0	0	1	14	1	0
Special:						
Business, etc.	0	5	8	76	0	0
Church						

given to the public libraries in the belief that they probably served the entire population. In the academic libraries, all of the major colleges and universities were surveyed and a random selection of minor colleges and junior colleges was included. From the list of private schools, a random selection of elementary and secondary schools was chosen. The school library supervisor of each public school system included in the survey was interviewed, although their replies have not been included in the summaries. Two elementary and two secondary schools were chosen at random from each public school system. The special libraries surveyed were selected at random from the list compiled by the group.

Table 3

Distribution of Libraries in Sample Surveyed

19	Public
54	School
14	College & univ.
18	Special
3	Unspecified
108	Total

To secure a high rate of return from the users of the services, the students on the team visited libraries of each type from the list used in the sample to request participation of the patrons. To insure having the largest number of subjects possible they went to the places where it appeared that the most people would be found. Each team member spent two two-hour segments of time surveying people who had sought reference services.

Distribution of Users Surveyed by Type of Library

Table 4

94	Public
17	Private School
81	Public school (elementary)
20	Public school (secondary)
48	Junior college
80	College and university
18	Special
358	Total

Summary of Users Surveyed

Table 5

94	Public
118	School
128	College and university
18	Special
358	Total

A thorough search of the literature was performed for reference studies which have been completed, for user studies which were applicable to one facet of library service, and for studies whose design could be useful. In spite of an abundance of promising citations, very little practical and useful material was found.

Two instruments were designed - one to administer to selected libraries offering reference services, and one to a selected group of users of reference services. A structured interview instrument was designed to be administered to the libraries. A brief checklist on one page was designed for the users which could be answered quickly by patrons leaving the reference section of a library.

Ground rules were established for the structured interviews to try to insure comparable results from the ten different interviewers. In each case an appointment was made with the person who headed reference service for the interview. The instrument was administered to 108 libraries in the distribution described above.

The checklist for the users was administered to all the users of reference services in the selected libraries during two-hour segments judged to be busy periods which would produce the greatest number of subjects. The students in the project tried to conduct the user survey in the same libraries in which they had interviewed the reference department head. One large university library and one private school refused to allow users to be questioned, even after they left the building. This attitude was unexpected after the cordial and cooperative reception the interviewers received at the structured interview. Each library had indicated great interest in the project and requested information about the results of the survey at the end of the interview. A total of 358 replies were received by the interviewers. No provision was made for mailing in replies or for collecting them in any other way than immediate collection from the subjects.

Contents of the Instruments. The two instruments have been reproduced in the Appendix with the summary of replies expressed both numerically and in percentage. The structured interview provided for 22 checking or short answer responses. Three of the questions, for which replies could not be coded, have been discussed in the text of the report. The questionnaire for users provided for 19 checking or short answer responses. Two questions for which answers were too varied to code have been discussed in the text of the report. Because the information seemed significant, the user questionnaire replies have also been tabulated in the Appendix by type of library in which the subjects were using reference services.

The structured interview for libraries sought to identify the clientele served by the library, to describe the collection and services

offered, and to inquire about reference statistics and user feed-back. The questionnaire for users elicited information about the patron himself, his purpose in using reference service, and his satisfaction with those services.

Content and Organization of the Report. The general plan of presentation of the report has been to present the highlights of the study and to point out significant responses with the implications seen by the Project staff. While the appendices are restricted to objective summary and analysis of the data, the text is an attempt by the staff through study and discussion to present to the Reference Standards Committee an analysis which can be the foundation for work of the mission of the committee - the formulation of reference standards.

The narrative report of findings and implications is presented in four sections:

Part I - Reference Services in the Metropolitan Atlanta Area: reports on the current situation in the Metropolitan Atlanta area as revealed in the structured interviews.

Part II - Reference Users in the Metropolitan Atlanta Area: reports information about the users of reference services as revealed in the user questionnaire.

Part III - Status of Reference Service in Atlanta: correlates the responses concerning reference services and those concerning user satisfaction.

Part IV - Recommendations: includes recommendations made by the Project staff to the Reference Standards Committee concerning the use of the data gathered in this study in establishing standards for reference services.

PART I

REFERENCE SERVICES IN THE METROPOLITAN ATLANTA AREA

Description of Libraries

Of the 681 libraries in the area offering reference services, approximately 16 per cent were surveyed in this study. Although nearly 75 per cent of all libraries found eligible to be included were school libraries, the interviewers decided that this percentage should not be reflected in the selection of libraries to interview. Consequently, selections were made by type of library. Even when selected by type, one half of the ones surveyed were school libraries. The large percentage of schools have libraries operated by professional or semi-professional personnel. The interviewers felt that the school libraries probably had better staff and collections more relevant to their patrons and that the school libraries thus tend to make the picture in Atlanta look brighter than it is for the general population.

When the number of libraries in schools and in institutions of higher learning are added together, it becomes apparent that an overwhelming number of libraries offering reference services are academic in intent. This fact would indicate that most people seeking information are doing so in connection with some learning activity at the institutions. Although college and university libraries have been in existence for many years, school libraries have made tremendous gains in number and quality in the last decade. Since the school libraries reach all children and young people, while the college libraries reach only a select few, an interesting question is suggested. What will happen when the current generation of young people who are presumably trained to use and accustomed to seeking information services becomes adult? Will they stop using

reference services or will they demand access to similar services in some institution?

Description of Services

According to the study, reference services are available to people of all ages in sufficient number. However, the collections of 65 per cent of the libraries are 20,000 volumes or less. One would question the depth of reference service which could be offered with collections of that size. Of course, they may be quite adequate for the questions they receive.

A surprising finding of the study is that over half of the libraries indicated that they served fewer than 1000 patrons per week for any purpose. The number desiring reference service is much smaller. Since the same users may return fairly regularly to the libraries, it is likely that a very small percentage of the total population uses the services.

The reference departments of only the large public and college or university libraries are open more than 50 hours per week. More than half of the libraries are open 40 hours per week or less. If this pattern is true, probably service is not offered some of the time when needed by other than students at the respective institutions. An interesting note is that, in order to interview the head of reference service, the interviewers had to be excused from work. That would mean that the heads of reference service work only between the hours of 8:00 A.M. and 4:00 P.M. five days per week. During the late afternoon and evening hours and on Saturdays, patrons will find few departments open. The ones which are open will be staffed with less capable people - very often untrained personnel. Students will experience reduced service at other libraries than their own institutions at the hours when they will

seek service.

Only 18 per cent of the libraries had completed any kind of user study, with only 10 per cent indicating that the studies which they made included anything about user satisfaction. Apparently these studies had not been recently completed or the results made available. Only sketchy details were given to the interviewers. Two libraries indicated that comment cards for users are employed to register feedback from patrons.

Statistical records of reference service are kept by more than half of the libraries. Most of those who do keep statistics feel they are worthwhile. The interviewers learned that many who do not keep statistics feel that the records would be useful. The records which are kept seemed to be mostly simple counts in the nature of circulation statistics.

Because the entire collection is a potential source of reference information, the interviewers sought to describe the collections rather thoroughly and to identify what materials besides books are included. Practically all libraries have current periodical subscriptions, but less than half possess bound periodicals. The implication is that the issues are kept unbound or that old issues are discarded. Since periodicals are a valuable reference source, apparently efficient access to back issues is maintained in less than half of the institutions.

About one fourth of the libraries indicate they possess monographs and technical reports. More than three fourths of the libraries have pamphlets and newspapers. Approximately one third indicate they possess some materials on microfilm. Fewer than one half of the libraries possess government documents, although they represent an inexpensive and valuable source of information. While the large number of school

libraries surveyed is reflected in the audiovisual materials reported by the libraries, the surprising finding was that other libraries also include much information in non-print media. The public libraries appeared to be the only ones to own films, which they keep to circulate, while school libraries seem to borrow the films they use. Realia appear to be only in the schools.

The interviewers attempted to gather information about reference services without provoking any feeling of inadequacy or insecurity in the librarians. The questions are spaced so that affirmative responses could be made frequently. The question # 13 was one which all could answer, but some interesting information was gathered from the replies. In accordance with the size of the libraries, only 37 per cent maintain departmental reference service. In the others, reference service is apparently handled through the main desk. However, one half of the libraries maintain a separate reference information center. Mail reference service is offered in only 21 per cent but 48 per cent offer telephone reference service. Photocopying is available in a surprising 47 per cent of the libraries. Record collections appear to be prevalent in all types except special libraries.

The item inquiring about in-depth reference may not be as meaningful as desired. The question (# 13) was designed to discover whether service was offered in research beyond the simple fact-finding level. The interviewers found that the term in-depth reference is not an absolute concept, even among professional librarians. To one person, in-depth reference existed if it became necessary to call the main library. A total of 64 or 59 per cent of the libraries reported offering in-depth reference service.

The small number of libraries offering public information services is apparently related to the proportion of truly public institutions in the sample. The interviewers felt that others might be offering similar services to their potential patrons, if not to the general public. Ecology and current affairs topics were found to be the most popular services - probably indicating the interests and needs of students. Apparently public information services in consumer purchasing and other questions which should be of concern to people of low income and educational level are not offered where such people can readily obtain help.

Only three of the libraries which were surveyed indicated a time limit in assisting with reference questions when information is sought in person. A few more indicated a time limit on telephone reference questions, but these libraries indicated they were willing to continue assistance of lengthy questions if the caller would come in to the reference department. Except in one case, no fee is charged for reference service.

Nearly half of the libraries surveyed participate in cooperative programs of reference services. These libraries include the public libraries which receive assistance from the main or regional libraries and from the statewide information network. Several school libraries also report cooperation within the system. Some of the academic libraries participate in a computer network which extends beyond state boundaries.

One cause for the limitation of reference service is indicated by the replies to the question about personnel in the reference departments. In the case of small libraries, the reference person also performs other professional tasks. The reference departments of the 108 libraries are served by only 146 full-time and 18 part-time professional persons with the assistance of 107 full-time and 102 part-time paraprofessional

assistants. Obviously hours and services must be restricted when reference services must be performed by one and one-half professional persons per library.

Question # 19 concerns the extent to which electronic equipment is used in providing reference service. Only 10 per cent of the libraries used any such equipment. One special library in industry has holdings on magnetic tape and is using computer service for information searches, for catalog and bibliography production, and for circulation control. One large university library receives some help from a cooperative retrieval system and uses electronic assistance in the cataloging process. Some public libraries participate in the Georgia Library Information Network, a fairly new system by which information and materials are shared.

The question which inquired about the type of orientation given to patrons (Question # 20) elicited predictable responses. Special libraries tend to give no orientation, saying that their patrons know how to use their materials. The school libraries teach reference skills in various ways and with appropriate follow-up and additional assistance on an individual basis. College and university libraries offer some type of orientation to new students with further individual assistance. Public libraries offer only individual assistance. One public librarian stated that the schools take care of the task of orientation to reference tools and methods. Some libraries offer a handbook to assist patrons.

The final open-ended question (Question # 22) inquired what other reference services the library would like to offer in the future. Five librarians replied that they had not thought about any further services, while 37 made no reply. The replies seemed to fall into a definite pattern. The public libraries wished for more materials, more hours,

more cooperative services, more children's reference materials, and more professional personnel. The school libraries wanted more audiovisual materials and equipment, electronic access to information, more materials of all kinds, free circulation of all materials, and better orientation programs. The college and university libraries wished to expand their present services, establish archival collections, secure computer assistance, provide better orientation, and insure better service to faculty and students. Special libraries seemed to have fewer plans.

An interesting fact was discovered during the survey. The Atlanta Public Library is committed to serve anyone in the state of Georgia. Reference service is free and available to anyone who asks, no matter where he lives. Much telephone reference service is given over a wide area. Materials may be checked out by anyone from the Atlanta Public Library,although a small fee is charged to people who do not reside in Fulton County.

The interviewers, after discussing their experiences and impressions of the experience, agreed that the lack of materials and shortage of personnel constitute important barriers to effective reference service. Of course, financial support is an important ingredient for both of the above items. All of the interviewers were impressed with the dedication and the desire to offer the best possible service displayed by the librarians surveyed.

PART II

REFERENCE USERS IN THE METROPOLITAN ATLANTA AREA

The replies to the questionnaire for users presented different indications when considered by the types of libraries in which the sample was taken from the picture shown by the composite results. Consequently, the user replies have been tabulated separately by type of library and included in the Appendix.

The questionnaire included four questions at the end which the user was asked to answer describing himself. Each user was cooperative enough to give this information. Of the 358 people surveyed, 53 per cent were female and 47 per cent were male. Higher percentages of female patrons were found in the special and school libraries, while more male patrons were found at the public and academic libraries. These numbers are probably not too significant, since one academic library surveyed has predominantly male potential patrons and one special library was designed for the use of nurses.

Of the total population sample surveyed 81 per cent were 25 years of age or younger, with only 8 per cent indicating they were over 40. Even in special libraries 63 per cent were 25 or under. The school libraries served 100 per cent young people during the survey, although they would serve faculty patrons, also. In the academic libraries 75 per cent were young with only one per cent over 40 years of age. As expected, the public libraries served more adult patrons with 41 per cent over 25 years of age. The sample certainly indicates that the overwhelming majority of library patrons in the Metropolitan Atlanta Area are young people.

The level of education of the patrons also indicates that they may be students, since only 15 per cent of all patrons had completed college.

The educational level was noticeably higher in special libraries and public libraries. In the academic libraries 13 per cent had completed college.

The occupations which the respondents listed in the last question supported the indications throughout the survey that students are the primary consumers of reference services, since 76 per cent of the users surveyed listed their occupation as student.

Occupations of Users Surveyed

Table 6

Student	263	Mail supervisor	1
Teacher	15	Receptionist	1
No reply	11	Astronomer	1
Accountant	4	Librarian	1
Clerk-secretary	4	Attorney	1
Machinist	4	Nurse	1
Housewife	4	Telephone Switchman	1
Salesman	3	State Trooper	1
Engineer	2	Doctor	1
Minister	2	Radio Man	1
Self-employed	2	Lab Technician	1
Unemployed	2	Publications Analyst	1
Waitress	2	City Directory Service	1
Business	2	Inst. Representative	1
Retired	2	Public Service Coordinator	1
Stock Clerk	2	Computer Programer	1
Artist	2	Radio Announcer	1
Carpenter	2	Aircraft worker	1
Musician	2	Draftsman	1
Investment broker	2	Telephone Operator	1
Salvation Army	1	Newspaperman	1
Security	1	Bookkeeper	1
Surveyor	1		
Scheduler	1	Total	358

The first fifteen items on the user questionnaire are directly related to the experience of that particular visit to the library. The purpose for visiting the library for 59 per cent of the users was school or college study. A surprising result was that in the school libraries only 29 per cent were pursuing school study, while 49 per cent were engaged in independent study. The students in higher education sought service at the rate of 90 per cent for college study and only nine per cent for

independent study. The use of the public and special libraries for school and college study was close to the composite result for all libraries of 59 per cent.

The replies of the patrons supported the belief of the interviewers that most people who use reference services are regular library users. Approximately one third of the users report that they visit the library daily, while an additional 39 per cent make weekly visits. An interesting result is that more college students visit the library daily than pre-college students. The library with the fewest patrons making daily visits is the public library, as might be expected from the physical location.

The patrons reported that they located the material they sought primarily through the card catalog with 72 per cent using that approach. Only about one third said they asked a librarian for help. The library's handbook was used in only 11 per cent of the instances. Nearly one third went directly to the shelves. Students in the college libraries reported that a larger percentage (82 per cent) located the material through the card catalog. Patrons in school libraries used the card catalog in 78 per cent of the cases and asked the librarian 30 per cent of the time. In special libraries the largest number or 58 per cent went directly to the shelves and 39 per cent asked the librarian. The fact that the replies to Item 3 exceed 100 per cent results from several people having checked more than one method used in their search for material. An astonishing result is that in only two per cent of the cases on these library visits was the desired material not located.

The largest proportion of users surveyed who had used the reference services of the library occurred in the school library where 98 per cent indicated an affirmative response to Item 4. Only 70 per cent of the

public library patrons had used reference services. The composite result showed that 85 per cent of all library patrons had used reference services.

The very favorable responses of the reference users to the existing services was surprising and a little disturbing to the interviewers. If so many patrons were satisfied with services, a danger exists that they do not recognize the limitations or that the problems which they bring are relatively simple and easily resolved. More than three fourths of the users were satisfied with the organization of the reference section, the space provided, and the results of their search. Students in the school librarie indicated the highest degree of satisfaction while the users of the public libraries indicated the lowest degree of satisfaction.

The large number of 239 or 67 per cent tried to solve the reference problem themselves. The school libraries had the largest number of "do-it-yourself" patrons while the public library scored lowest in self service. The results of that item seem to be directly related to the instruction or orientation given to patrons. Two thirds of the school library patrons reported having been given instruction while only 35 per cent of the public library patrons were given instruction. These results may indicate that people prefer to research their own problems and that they will do so if they know how. Having a clientele of patrons able to help themselves could enable a reference department to offer a higher level of service with limited staff. The generation of students now receiving training may make differences in reference services when they become adult.

An interesting finding is that non-book materials were involved in 30 per cent of the reference problems. Probably this question was interpreted by some as meaning periodicals, since the special library users checked the item affirmatively in 40 per cent of the cases but the

libraries possessed little audiovisual material.

The librarians in 49 per cent of the instances in special and school libraries offered to secure information from other places. At public libraries, such an offer was made in only 19 per cent of the cases. The public libraries do not appear to be better supplied with needed materials, since 41 per cent of the reference questions were not answered satisfactorily.

The interviewers were undecided about the meaning of the report that 142 users or 40 per cent failed to indicate how long they waited for the reference information. Those who answered apparently received quick service. A summary of the responses to Item 12 follows:

Table 7

Length of Wait for Reference Information

5 minutes or less	123
6 - 10 minutes	31
11 - 15 minutes	16
16 minutes to 1 hour	7
1 hour to 1 day	7
1 - 3 days	6
Other	21
No reply	142
Total	358

Approximately three fourth of the users had used reference services by visiting the reference departments. The largest number had visited the school libraries while the smallest relative number had visited the reference department in special libraries. Only one per cent had used telephone reference service in the school libraries while 27 per cent had used telephone service in the public libraries.

The patrons of the college and university libraries were most critical of the reference service, indicating in 47 per cent of the replies that improvements were needed. The public library patrons were the least

critical, even though they were the largest group who did not receive the materials needed. In each type of library the greatest area needing improvement was the collection of materials to meet reference demands. Patrons seemed to be quite satisfied with environment and personnel. Here again the interviewers felt doubtful about the concept of good reference service possessed by the patrons. A few felt strongly enough about specific problems to add items for improvement and check those. Patrons apparently are affected by such problems as parking, smoking, and noise.

The interviewers felt that the results of the user questionnaire were interesting, but they wished to have much more specific information. The questionnaire was restricted to this brief form in order to achieve a high return. Possibly interviews with fewer selected users instead of the simple check sheet or questionnaires to a much larger sample would have been more meaningful.

PART III

STATUS OF REFERENCE SERVICE IN ATLANTA

In this section of the report, the survey team has attempted to combine the information gathered during the project into a picture of the current status of reference service in the Metropolitan Atlanta Area. The statements are based on the results of the instruments found in the Appendix and the analysis of findings presented in Parts I and II.

The Atlanta area appears to have a large number of institutions offering reference services. However, the services are used by a very small proportion of the citizens. Of course, the institutions suffer from a shortage of materials and personnel with which to offer the services they wish to make available. Some measure of cooperation exists among like institutions, but no evidence was found of the existence of any total information plan or of any concept of total service to the citizen.

The collections in most school libraries seem to meet the accepted standard for the Southern Association of Colleges and Schools of ten books per pupil with an indefinite amount of non-print material. (The volume count given by the librarian in each school surveyed was checked against enrollment figures.) Not all public libraries meet the standards recommended by the American Library Association. A wide difference seems to exist in the adequacy of the collections in the large academic institutions and those in the smaller colleges. Of course, the demands may be less in the smaller institutions since the programs would also be less varied.

By far the largest number of reference patrons currently served are students at the various levels and most of their reference problems are

related to their educational pursuits. Although the schools and other academic institutions would probably assist other patrons than their own students, the members of the team believed that the general public would hesitate to seek service from them. Students apparently feel free to use the services of the public libraries. Consequently, students appear to have access to more reference services than non-students do. No information was sought or found in this particular survey which would indicate whether non-students do not need reference services, do not seek them, do not know that they exist, or do not return to places where they may have had unsatisfactory experiences.

The occupations and educational levels of the public library reference users indicate that they can probably be considered middle class. The libraries do not seem to be reaching the people of low economic and educational level. Perhaps one reason for this omission is the lack of services offered which may seem vital, useful, or interesting to such people. A hopeful sign is that children from all kinds of homes are now being exposed to library service for all the years they are in school. The amount of independent study which is now a part of school life may affect future library use.

Orientation to the use of reference tools and services seems to be an important element in library use. Patrons who have had such assistance seem to try to help themselves. Their wide use of the card catalog as a reference tool indicates the importance of cooperation between cataloging and reference departments to make their searches more effective and successful. The reference department personnel should be the interpreters in the process of catalog preparation, maintenance, and use.

The opportunities for feedback from patron to library concerning reference service seems to be quite limited. A thorough study of the patrons and their needs together with meaningful records of reference service, the times of heaviest demand, and the record of user satisfaction might change the entire pattern of reference services. Such information could be used to determine hours of service, assignment of personnel, development of the collection, and decisions concerning the services to be offered within the limits of the funds available.

The team feels that all institutions wish to offer the best possible reference services to their patrons. However, the programs seem to have grown through the years with no particular plan and to have settled into a routine of traditional activities which may not conform to the needs of the patrons and potential users of reference services.

PART IV

RECOMMENDATIONS

The project team was commissioned to gather information which could be used by the Reference Standards Committee in their development of standards for reference service. Since the members of the team were involved so closely in this project, they felt an obligation to point out to the Committee ideas to consider in their deliberations.

The Committee is urged to consider the efforts of a previous RSD Standards Committee which was activated in the fall of 1960 but failed to complete the difficult mission of establishing standards of reference services. The preliminary statement which that committee issued at the Midwinter Conference of 1961 appears in the June 1961 issue of R Q magazine. Under the chairmanship of Dr. Louis Shores this committee has stated concisely the "nature and scope of reference service in the United States and Canada."

The substance of the statement of the previous committee could well be a starting point for the task of this present committee. The results of the survey in the Metropolitan Atlanta Area could then be used as a realistic picture of existing services. The final development of the standards must be the product of the thought and professional knowledge of the committee members.

The project team submits to the Committee the recommendations which follow in the remainder of this report.

Standards of reference services should be written in the manner in which evaluative criteria for institutions are stated. The tenor should emphasize qualitative rather than quantitative measures of services.

The needs of the user should be the most important aspect of standards. The ideal statement would express the standard of services which any user could expect to receive from all the institutions offering reference services in his area.

The writing of such standards may well be an impossible goal at the present time. However, this committee might propose a statement concerning the right to information service which could be issued by the American Library Association or one of its divisions much as statements of freedom to read have been made. Perhaps all that is needed is to apply statements which have already been issued to reference services. In any case, the importance of the user's point of view should be in the standards.

The standards should be written so that their application would require a thorough self-evaluation in terms of the stated philosophy of service of the department. They should show how the collection, the facilities, the personnel, the organization, the services, and the overall program can be evaluated by the level of success of the department in accomplishing its stated purposes.

In the process of self-evaluation, the reference department should be required to complete a thorough user study in which the characteristics of the patrons, their needs and interests, and their satisfaction with present services would be explored. The completion of such a user study could reveal to the department ways in which changes could be made to serve the clientele more effectively.

Standards can serve as a means for securing more adequate support from the institution of which the reference department is a part. They can assist by compelling the department to articulate its financial needs and to defend its position of importance in the institution. With the

standards the need for such budgeted items as public relations and evaluation can be documented and the prestige of the department can be raised.

Although purely qualitative standards are highly desirable, no one yet has been able to write such standards for any kind of institution which can be interpreted and applied with any degree of ease and uniformity. Consequently, some minimum quantitative standards should be included for such items as size of collection, annual support per patron, space per patron, level of professional training, hours per week of service, etc.

Instead of writing separate reference standards for each type of library, the committee might consider a uniform statement of standards for philosophy and purpose, the obligation for suitable orientation, and whatever could be construed as applicable to reference departments in all types of libraries. The sections dealing with matters which could not be combined could be separated by type of library but all included in the one document.

After the many years of unsuccessful efforts to establish standards for reference services, the present Reference Standards Committee seems to have progressed further than any of its predecessors. Since the library is recognized as a service institution and the reference department is the real heart of that service, the mission of the Committee is important. The completion of a statement of standards of reference services will be a real contribution to librarianship and, indeed, improved reference services to the general public could improve the quality of life.

APPENDICES

UNIVERSITY OF GEORGIA
Department of Library Education
Athens, Georgia

STUDY OF REFERENCE SERVICES AND REFERENCE USERS IN THE METROPOLITAN ATLANTA AREA

Roster of Student Participants

1. Marilyn W. Barnes (Mrs. W.R.)
2140 Impala Drive, NE
Atlanta, Georgia 30345
DeKalb County

Librarian
Sagamore Hills Elementary Schools
DeKalb County Schools

Education: Indiana University B.S. (Elem Ed.) 1944
Emory University
Georgia State University
University of Georgia Candidate for M. Ed. degree 1971

2. Patricia G. DeLoach (Mrs.)
3626 Midway Road, Apt. L-8
Decatur, Georgia 30034
DeKalb County

Librarian
Flat Shoals Elementary School
DeKalb County Schools

Education: Woman's College of Georgia B.S. (Home Ed.) 1967
University of Georgia Candidate for M. Ed. degree 1972

3. Jessie Shipley Eckenrode (Mrs. C.J.)
210 Pine Forest Drive
Athens, Georgia 30601
Clarke County

Librarian
Lyons Junior High School
Clarke County Schools

Education: Western Maryland College B.A. (Home Ec.) 1935
Georgia State University Library certification
University of Georgia Candidate for M.Ed. degree 1971

4. Laura M. Hughes (Mrs.)
2355 Henderson Mill Road, NE
Atlanta, Georgia 30345
DeKalb County

Librarian
Midvale Elementary School
DeKalb County Schools

Education: Mercer University A. B. (Elem. Ed.) 1950
University of North Carolina at Chapel Hill (L.S.)
University of Georgia M.Ed. (Sch. Lib.) 1970
University of Georgia Candidate for Ed.S. degree

5. June Peck McAbee (Mrs. W. H.)
3540-1 Old Chamblee Tucker Road
Doraville, Georgia 30340
DeKalb County

Coordinator
Library Processing Center
DeKalb County Schools

Education: University of Chattanooga A.B. (Sociology & Speech) 1941
Washington State University (Education & Speech Therapy)
North Texas State University M.L.S. & College Teaching 1967
Florida Christian University
Texas Woman's College
University of Georgia Candidate for Ed.S. degree

6. Mary Elizabeth Mann (Mrs. M.)
Route 5, Box 80BB
Conyers, Georgia 30207
Rockdale County

Librarian
Pine Street Primary School
Rockdale County

Education: Judson College B.A. (Business & Economics) 1953
University of Alabama M.A. (Sch. Lib.) 1965
University of Georgia Candidate for Ed.S. degree 1971

7. Bobby Jack Pemberton (Mr.)
Box 349
Conyers, Georgia 30207
Rockdale County

Librarian
Main Street School (grades 4-6)
Rockdale County Schools

Education: Auburn University B.A. (Ed.) 1954
University of Alabama M.A. (Sch. Lib.) 1963
University of Georgia Candidate for Ed.S. degree 1971

8. Ben E. Pitts (Mr.)
1154 Sherrington Drive
Stone Mountain, Georgia
DeKalb County 30083

Librarian
Snellville Middle School
Gwinnett County Schools

Education: Lincoln Memorial University B.S. (Elem. Ed.) 1954
Emory University Candler School of Theology
Emory University Library certification
East Tennessee State University (Eng. & Biol.)
University of Georgia M.Ed. (Sch. Lib.) 1970
University of Georgia Candidate for Ed.S. degree 1972

9. Daisy R. Rice (Miss)
2694 Hedgewood Drive, NW
Atlanta, Georgia 30311
Fulton County

Librarian
High Point Elementary School
Fulton County Schools

Education: South Carolina State College B.S. (Ed.) 1960
Atlanta University Library certification
University of Georgia M.Ed. (Sch. Lib.) 1970
University of Georgia - Candidate for Ed.S. degree

Lucille Smith Traylor (Mrs.)
2899 Pangborn Road
Decatur, Georgia 30033
DeKalb County

Librarian
Henderson High School
DeKalb County Schools

Education: Florida State University B.S. (L.S.) 1954
Emory University M.Ln. 1967
University of Georgia Candidate for Ed.S. degree

SUMMARY OF REPLIES
STRUCTURED LIBRARY INTERVIEW

108 Libraries Surveyed

1. Name of Library_____

2. Address_____

3. Which of the following best describes your library? (check one)

Public Library		
Main Library	7	6%
Branch	12	11%
Private School		
Elementary	12	11%
Secondary	5	5%
Public School		
Elementary	20	19%
Secondary	17	15%
Academic		
Junior College	3	3%
Four Year College	6	6%
University	5	5%
Special		
Business or Industrial	6	6%
Historical	1	1%
Medical	3	3%
Other Special	8	7%
Not given	3	3%

4. Reference service is offered to:

1 - 18	44	41%
18 - 25	18	17%
25 - 40	15	14%
Over 40	14	13%
All Ages	44	41%

5. What is the size of your collection?

150 - 1,000 volumes	5	5%
1,001 - 5,000	25	23%
5,001 - 10,000	18	17%
10,001 - 20,000	27	25%
20,001 - 50,000	13	12%
50,001 - 100,000	2	2%
over 100,000	8	7%

6. How many potential patrons do you have?

a. If a public library how many

	adults		juveniles	
1 - 500	4	4%	4	4%
500 - 1,000	3	3%	4	4%
1,001 - 1,500	2	2%		
over - 1,500	10	9%	9	8%

b. If a school or academic library how many

	faculty	
1 - 50	51	47%
51 - 100	10	9%
101 - 250	5	5%
over 500	3	3%

	students		other	
1 - 500	24	22%	4	4%
501 - 1,000	22	20%		
1,001 - 1,500	7	6%		
over - 1,500	10	9%		

c. If a special library, please indicate number of current patrons?

1 - 500	3	3%
501 - 1,000	1	1%
1,001 - 1,500	1	1%
over 1,500	1	1%

d. Average number of weekly users? (How many people walk through the door?)

1 - 500	41	38%
501 - 1,000	19	18%
1,001 - 1,500	9	8%
1,501 - 3,000	9	8%
over 5,000	3	3%

7. How many hours a week is your reference department open (check one)

Less than 20	6	6%	41 - 50	20	19%
21 - 30	7	6%	51 - 60	3	3%
31 - 40	47	44%	61 or more	20	19%

8. Reference services to patrons are readily available

without charge	101	94%
for a fee	1	1%

9. This library has done a user study.

Yes	19	18%
No	83	77%

Details _____

10. Can you give us an estimate of the number of patrons seeking reference service weekly?

1 - 500	75	69%
501 - 1,000	11	10%
1,001 - 1,500	1	1%
1,501 - 3,000	2	2%
over 5,000	1	1%

11. Do you keep statistical records?

	Yes	59	55%
	No	43	40%
If yes, do you feel they are worth while?	Yes	45	42%
	No	7	6%

12. The following should be placed on an index card.

Check the ones appropriate to your collection.

	Have But Do Not Circulate		Have and Circulate	
Bound Periodicals	34	31%	11	10%
Current Periodical Sub.	51	47%	48	44%
Monographs	8	7%	22	20%
Pamphlets	32	30%	53	49%
Technical Reports	15	14%	14	13%
Government Documents	20	19%	25	23%
Newspapers	61	56%	26	24%
Microforms	29	27%	3	3%
Records	29	27%	52	48%
Maps	33	31%	34	31%
Filmstrips	27	25%	47	44%
Pictures	21	19%	40	37%
Films (16 mm)	9	8%	21	19%
Equipment	25	23%	40	37%
Realia	6	6%	19	18%
Other_____	12	11%	12	11%

13. Which of the following services does your library offer?

Departmental Reference Service	40	37%
Mail Reference	23	21%
In-depth Reference	64	59%
Telephone Reference	52	48%
Free Circulating Collection	79	73%
Rental Collection	4	4%
Children's Collection	61	56%
Young Adult Collection	52	48%
Reference Information Center	51	47%
Record Collection	71	66%
Bookmobile	12	11%
Interlibrary Loan	61	56%
Children's Program	37	34%
Photo Coyping	51	47%
Other_____	7	6%

14. Public information services are offered in

consumer purchasing	8	6%
current affairs topic	16	15%
stocks and bonds	3	3%
home building and buying	2	2%
insurance	2	2%
taxes	1	1%
ecology	16	15%
other_____	8	7%

15. Is there a time limit on reference questions by telephone?

Yes	8	7%
No	60	56%

By visit is there a time limit on reference questions?

Yes	3	3%
No	93	86%

If so, what is the limit?_____

16. Does your library currently participate in cooperative programs in any of the following services?

Reference Work	51	47%
Consultant Services	29	27%
Teletype or Other Communications Network	7	6%
Microfilming or Photocopying	25	23%
Computer Network	8	7%
Other_____	5	5%

17. Have you done a study of user satisfactions?

Yes	11	10%
No	87	81%

Details_____

18. Do you have comment cards for users?_____

(Could we have one!)

Yes	2	2%
No	97	90%

19. To what extent is electronic equipment used in providing reference service?_____

20. What kind of reference orientation do you give your patrons?

21. What is the number of persons employed by the reference department in your library?

	Full time	Part time
Professional	146	18
Para professional	107	102

22. What other reference services would you like to offer in the future?

_____

SUMMARY OF REPLIES
QUESTIONNAIRE FOR USERS

Type of Library All types (358 interviews)

1. What is the purpose of your visit to the library?

37 - 10%	Work or Business
212 - 59%	School or College Study
70 - 20%	Pleasure
94 - 26%	Independent Study
13 - 4%	Other (Please Specify)_____

2. How often do you visit the library?

116 - 32%	Daily
140 - 39%	Weekly
39 - 11%	Monthly
63 - 18%	Other

3. Did you locate your material

39 - 11%	by using the library's handbook or an information sheet?
257 - 72%	through the card catalog?
111 - 31%	by going directly to the book shelves?
123 - 34%	by asking a librarian for help?
7 - 2%	was unable to locate material.

4. Have you ever used the reference services of this library?

306 - 85%	Yes
51 - 14%	No

If the answer to question 4 is "yes," please answer the following questions:

5.	Is the reference room organized for quick service?	284 - 79% Yes 17 - 5% No
6.	Did you try to solve the reference problem yourself?	239 - 67% Yes 59 - 16% No
7.	Were you given instructions on how to find the answer?	197 - 55% Yes 104 - 29% No
8.	Did your question require non-book material?	107 - 30% Yes 191 - 53% No
9.	Was working space adequate for you in the library?	285 - 80% Yes 19 - 5% No
10.	Did the librarian offer to get information from other places if the information you needed was not available here?	142 - 40% Yes 128 - 36% No
11.	Did you get the information you needed?	273 - 76% Yes 18 - 5% No

12. How long did you wait for the information? Answers too varied to code.

13. What ways have you used reference services?

273 - 76%	Visit the reference department
35 - 10%	Telephone
21 - 6%	Other

14. Do you think there are improvements needed in the reference department?

131 - 37%	Yes
179 - 47%	No

15. If the answer to question 14 is "yes," please check the areas needing improvement.

30 - 8%	Environment or Atmosphere
99 - 28%	Materials to meet reference demands
14 - 4%	Personnel

It would be helpful if you would be willing to supply the following facts?

1.

170 - 47%	Male
188 - 53%	Female

2. Age

150 - 42%	1 -18 years
139 - 39%	18-25 years
39 - 11%	25-40 years
29 - 8%	over 40 years

3. Education

119 - 33%	Not a high school graduate
29 - 8%	A high school graduate
124 - 35%	1, 2, or 3 years of college
27 - 8%	College graduate
24 - 7%	Graduate school

4. Occupation _____

SUMMARY OF REPLIES
QUESTIONNAIRE FOR USERS

Type of Library College (Jr., 4 yr., & University) (128 interviews)

1. What is the purpose of your visit to the library?
   - 6 - 5% Work or Business
   - 115 - 90% School or College Study
   - 14 - 11% Pleasure
   - 12 - 9% Independent Study
   - 3 - 2% Other (Please Specify)_____

2. How often do you visit the library?
   - 54 - 42% Daily
   - 51 - 40% Weekly
   - 4 - 3% Monthly
   - 19 - 15% Other

3. Did you locate your material
   - 11 - 9% by using the library's handbook or an information sheet?
   - 105 - 82% through the card catalog?
   - 27 - 21% by going directly to the book shelves?
   - 30 - 25% by asking a librarian for help?
   - 2 - 2% was unable to locate material.

4. Have you ever used the reference services of this library?
   - 110 - 87% Yes
   - 18 - 13% No

   If the answer to question 4 is "yes," please answer the following questions:

5. Is the reference room organized for quick service?
   - 99 - 78% Yes
   - 10 - 7% No

6. Did you try to solve the reference problem yourself?
   - 81 - 62% Yes
   - 29 - 25% No

7. Were you given instructions on how to find the answer?
   - 64 - 52% Yes
   - 46 - 35% No

8. Did your question require non-book material?
   - 37 - 29% Yes
   - 70 - 56% No

9. Was working space adequate for you in the library?
   - 110 - 87% Yes
   - 1 - 1% No

10. Did the librarian offer to get information from other places if the information you needed was not available here?
    - 51 - 42% Yes
    - 49 - 36% No

11. Did you get the information you needed?
    95 - 75% Yes
    12 - 8% No

12. How long did you wait for the information? Answers too varied to code.

13. What ways have you used reference serices?
    96 - 75% Visit the reference department
    7 - 5% Telephone
    11 - 9% Other

14. Do you think there are improvements needed in the reference department?
    62 - 47% Yes
    45 - 37% No

15. If the answer to question 14 is "yes," please check the areas needing improvement.
    9 - 7% Environment or Atmosphere
    48 - 38% Materials to meet reference demands
    11 - 9% Personnel

It would be helpful if you would be willing to supply the following facts?

1. 71 - 56% Male
   57 - 44% Female

2. Age
   12 - 9% 1 - 18 years
   85 - 66% 18 - 25 years
   21 - 17% 25 - 40 years
   1 - 1% over 40 years

3. Education
   2 - 2% Not a high school graduate
   16 - 13% A high school graduate
   93 - 73% 1, 2, or 3 years of college
   6 - 5% College graduate
   10 - 8% Graduate school

4. Occupation _____

SUMMARY OF REPLIES
QUESTIONNAIRE FOR USERS

Type of Library Elementary & Secondary Schools (118 interviews)

1. What is the purpose of your visit to the library?
   7 - 6% Work or Business
   35 - 29% School or College Study
   26 - 19% Pleasure
   66 - 49% Independent Study
   10 - 8% Other (Please Specify)_____

2. How often do you visit the library?
   47 - 36% Daily
   49 - 40% Weekly
   4 - 7% Monthly
   18 - 17% Other

3. Did you locate your material?
   20 - 14% by using the library's handbook or an information sheet?
   93 - 78% through the card catalog?
   44 - 20% by going directly to the book shelves?
   64 - 30% by asking a librarian for help?
   0 - 0% was unable to locate material.

4. Have you ever used the reference services of this library?
   116 - 98% Yes
   1 - 1% No

   If the answer to question 4 is "yes," please answer the following questions:

5. Is the reference room organized for quick service?
   113 - 92% Yes
   4 - 6% No

6. Did you try to solve the reference problem yourself?
   105 - 84% Yes
   11 - 13% No

7. Were you given instructions on how to find the answer?
   91 - 66% Yes
   26 - 33% No

8. Did your question require non-book material?
   40 - 32% Yes
   77 - 66% No

9. Was working space adequate for you in the library?
   108 - 90% Yes
   9 - 8% No

10. Did the librarian offer to get information from other places if the information you needed was not available here?
    64 - 49% Yes
    46 - 43% No

11. Did you get the information you needed?
110 - 87% Yes
2 - 3% No

12. How long did you wait for the information? Answers too varied to code.

13. What ways have you used reference services?
104 - 88% Visit the reference department
1 - 1% Telephone
10 - 8% Other

14. Do you think there are improvements needed in the reference department?
44 - 38% Yes
72 - 61% No

15. If the answer to question 14 is "yes," please check the areas needing improvement.
18 - 17% Environment or Atmosphere
31 - 33% Materials to meet reference demands
2 - 2% Personnel

It would be helpful if you would be willing to supply the following facts?

1. 43 - 34% Male
75 - 66% Female

2. Age
118 - 100% 1 - 18 years
_____ 18 - 25 years
_____ 25 - 40 years
_____ over 40 years

3. Education
98 - 84% Not a high school graduate
2 - 3% A high school graduate
0 - 0% 1, 2, or 3 years of college
0 - 0% College graduate
1 - 1% Graduate school

4. Occupation _____

SUMMARY OF REPLIES
QUESTIONNAIRE FOR USERS

Type of Library Public Library (94 Interviews)

1. What is the purpose of your visit to the library?
   18 - 19% Work or Business
   52 - 55% School or College Study
   26 - 28% Pleasure
   13 - 14% Independent Study
   _____ Other (Please Specify)_____

2. How often do you visit the library?
   8 - 9% Daily
   33 - 35% Weekly
   30 - 32% Monthly
   23 - 24% Other

3. Did you locate your material
   4 - 4% by using the library's handbook or an information sheet?
   52 - 55% through the card catalog?
   30 - 32% by going directly to the book shelves?
   21 - 22% by asking a librarian for help?
   4 - 4% was unable to locate material.

4. Have you ever used the reference services of this library?
   66 - 70% Yes
   28 - 30% No

   If the answer to question 4 is "yes," please answer the following questions:

5. Is the reference room organized for quick service?
   59 - 63% Yes
   3 - 3% No

6. Did you try to solve the reference problem yourself?
   43 - 46% Yes
   15 - 16% No

7. Were you given instructions on how to find the answer?
   33 - 35% Yes
   28 - 30% No

8. Did your question require non-book material?
   23 - 24% Yes
   37 - 39% No

9. Was working space adequate for you in the library?
   53 - 56% Yes
   9 - 10% No

10. Did the librarian offer to get information from other places if the information you needed was not available here?
    18 - 19% Yes
    31 - 33% No

11. Did you get the information you needed?
55 - 59% Yes
4 - 4% No

12. How long did you wait for the information? Answers too varied to code.

13. What ways have you used reference services?
60 - 64% Visit the reference department
25 - 27% Telephone
_____ Other

14. Do you think there are improvements needed in the reference department?
19 - 20% Yes
42 - 45% No

15. If the answer to question 14 is "yes," please check the areas needing improvement.
2 - 2% Environment or Atmosphere
14 - 15% Materials to meet reference demands
1 - 1% Personnel

It would be helpful if you would be willing to supply the following facts.

1. 51 - 54% Male
43 - 46% Female

2. Age
20 - 21% 1 - 18 years
36 - 38% 18 - 25 years
12 - 13% 25 - 40 years
26 - 28% over 40 years

3. Education
19 - 20% Not a high school graduate
8 - 9% A high school graduate
25 - 27% 1, 2, or 3 years of college
17 - 18% College graduate
9 - 10% Graduate school

4. Occupation _____.

SUMMARY OF REPLIES
QUESTIONNAIRE FOR USERS

Type of Library Special (18 Interviews)

1. What is the purpose of your visit to the library?
   6 - 33% Work or Business
   10 - 61% School or College Study
   4 - 18% Pleasure
   3 - 16% Independent Study
   0 - 0% Other (Please Specify)_____

2. How often do you visit the library?
   7 - 40% Daily
   7 - 40% Weekly
   1 - 5% Monthly
   3 - 14% Other

3. Did you locate your material
   4 - 28% by using the library's handbook or an information sheet?
   7 - 38% through the card catalog?
   10 - 58% by going directly to the book shelves?
   8 - 39% by asking a librarian for help?
   1 - 7% was unable to locate material.

4. Have you ever used the reference services of this library?
   14 - 76% Yes
   4 - 23% No

   If the answer to question 4 is "yes," please answer the following questions:

5. Is the reference room organized for quick service?
   13 - 72% Yes
   _____ No

6. Did you try to solve the reference problem yourself?
   10 - 58% Yes
   4 - 18% No

7. Were you given instructions on how to find the answer?
   9 - 49% Yes
   4 - 24% No

8. Did your question require non-book material?
   7 - 40% Yes
   7 - 40% No

9. Was working space adequate for you in the library?
   14 - 74% Yes
   _____ No

10. Did the librarian offer to get information from other places if the information you needed was not available here?
    9 - 49% Yes
    2 - 12% No

52

11. Did you get the information you needed?
    13 - 70% Yes
    ____ No

12. How long did you wait for the information? Answers too varied to code.

13. What ways have you used reference services?
    8 - 37% Visit the reference department
    2 - 9% Telephone
    ____ Other

14. Do you think there are improvements needed in the reference department?
    6 - 23% Yes
    11 - 61% No

15. If the answer to question 14 is "yes," please check the areas needing improvement.
    1 - 5% Environment or Atmosphere
    6 - 33% Materials to meet reference demands
    ____ Personnel

It would be helpful if you would be willing to supply the following facts?

1. 5 - 26% Male
   13 - 74% Female

2. Age
   1 - 6% 1 - 18 years
   9 - 57% 18 - 25 years
   6 - 11% 25 - 40 years
   2 - 11% over 40 years

3. Education
   1 - 5% Not a high school graduate
   3 - 19% A high school graduate
   6 - 35% 1, 2, 3 years of college
   4 - 23% College graduate
   4 - 23% Graduate school

4. Occupation _____

METROPOLITAN ATLANTA AREA

PUBLIC LIBRARIES

te: This list was furnished by the Public L rary Unit, Georgia State Department of Education, which has direct control of all public and regional libraries.

ayton County

Clayton County Library
124 Smith Street
Jonesboro, Georgia

Forest Park Branch Library
696 Main Street
Forest Park, Georgia

Northwest Branch Library
6701 Highway 85
Riverdale, Georgia

bb County

Acworth Library
51 Dallas Street
worth, Georgia

Last Marietta Library
2051 Lower Roswell Road
Marietta, Georgia

Fort Hill Library
Lemon Street
Marietta, Georgia

Gritters Library
Brackett Road
Marietta, Georgia

Kennesaw Library
2250 Lewis Street
Kennesaw, Georgia

Lewis A. Ray Library
4500 Oakdale Road
Smyrna, Georgia

Marietta Place Library
800 First Street
rietta, Georgia

Powder Springs Library
4262 Marietta Street
Powder Springs, Georgia

Cobb County (continued)

Sibley Library
1539 S. Cobb Drive
Marietta, Georgia

South Cobb Library
5801 Gordon Road
Mableton, Georgia

Sweetwater Library
5747 Sweetwater Street
Austell, Georgia

DeKalb County

Avis G. Williams Library
1282 McConnell Drive
Decatur, Georgia

Brookhaven Library
1242 N. Druid Hills Road
Atlanta, Georgia

Chamblee Library
5522 Peachtree Industrial Blvd.
Chamblee, Georgia

DeKalb Library System
(Headquarters)
215 Sycamore Street
Decatur, Georgia

Doraville Library
3764 Park Avenue
Doraville, Georgia

Lithonia Library
Lucelen Avenue
Doraville, Georgia

Reid H. Cofer Library
4316 Church Street
Tucker, Georgia

Scott Candler Library
2544 McAfee Road
Decatur, Georgia

DeKalb County (continued)

Sue Kellogg Library
952 Leon Street
Stone Mountain, Georgia

Tobie Grant Library
644 Parkdale Drive
Scottdale, Georgia

Fulton County

Atlanta Public Library (Headquarters)
126 Carnegie Way, N.W.
Atlanta, Georgia

Adams Park Library
1480 De Lowe Drive
Atlanta, Georgia

Alpharetta Library
15 Academy Street
Alpharetta, Georgia

Anne Wallace Library
528 Lovejoy Street N.W.
Atlanta, Georgia

Arthur Wm. Smith Memorial Library
972 Alpharetta Street
Roswell, Georgia

College Park Library
3647 Main Street
College Park, Georgia

Dogwood Library
1953 Bankhead Hwy., N.W.
Atlanta, Georgia

East Atlanta Library
457 Flat Shoals Avenue S.E.
Atlanta, Georgia

Greenbriar Library
Greenbriar Shopping Center
2841 Greenbriar Pky., S.W.
Atlanta, Georgia

Hobgood-Palmer Memorial Library
60 Valley View Drive
Fairburn, Georgia

Hapeville Library
3444 Fulton Avenue
Hapeville, Georgia

Fulton County (continued)

Highland Library
1070 St. Charles Place N.E.
Atlanta, Georgia

Ida Williams Library
269 Buckhead Avenue N.E.
Atlanta, Georgia

Inman Park Library
447 Moreland Avenue N.E.
Atlanta, Georgia

Kirkwood Library
106 Kirkwood Road N.E.
Atlanta, Georgia

Peachtree Library
1314 Peachtree Street N.E.
Atlanta, Georgia

Sandy Springs Library
395 Mt. Vernon Hwy., N.E.
Atlanta, Georgia

South Branch Library
929 Capitol Avenue S.W.
Atlanta, Georgia

Stewart-Lakewood Library
2893 Lakewood Avenue S.W.
Atlanta, Georgia

West Hunter Library
1116 Hunter Street S.W.
Atlanta, Georgia

Uncle Remus Library
945 Gordon Street S.W.
Atlanta, Georgia

Gwinnett County

Buford Public Library
Buford, Georgia

Duluth Public Library
Duluth, Georgia

Lanier Lake Regional Library
(Headquarters)
221 Clayton Street
Lawrenceville, Georgia

Lilburn Public Library
Lilburn, Georgia

METROPOLITAN ATLANTA AREA

COLLEGE AND UNIVERSITY LIBRARIES

Note: No official list of college and university libraries in the Atlanta area is currently available. This list was compiled from the Atlanta Metropolitan Area telephone book and checked by calling all familiar names. The schools included indicated that they offered reference services.

Agnes Scott College
E. College Avenue
Decatur, Georgia

Atlanta Baptist College
3000 Flowers Road
Chamblee, Georgia

Atlanta Christian College
2605 Ben Hill Road
East Point, Georgia

Atlanta Law School
Rhodes Haverty Bldg.
Atlanta, Georgia

Atlanta University
223 Chestnut Street S.W.
Atlanta, Georgia

Beauty College of Georgia
5277 Buford Highway
Doraville, Georgia

Beulah Heights College
892 Berne Street S.E.
Atlanta, Georgia

Carver Bible Institute & College
437 Nelson Street S.W.
Atlanta, Georgia

Clark College
240 Chestnut Street S.W.
Atlanta, Georgia

Clayton Junior College
Highway 54
Morrow, Georgia

Columbia Theological Seminary
701 Columbia Drive
Decatur, Georgia

DeKalb Beauty College
3916 Glenwood Road
Decatur, Georgia

DeKalb Junior College
555 N. Indian Creed Drive
Clarkston, Georgia

Emory University
1380 S. Oxford Road N.E.
Atlanta, Georgia

Georgia State Law Dept. Library
Judicial Building
Atlanta, Georgia

Georgia Institute of Technology
225 North Avenue N.W.
Atlanta, Georgia

Georgia State University
33 Gilmer Street S.E.
Atlanta, Georgia

Immanuel Schools
644 Memorial Drive S.E.
Atlanta, Georgia

John Marshall University
105 Forrest Avenue N.E.
Atlanta, Georgia

Kennesaw Junior College
Frey Lake Road N.W.
Marietta, Georgia

Marsh Draughon Business College
322 Ivy N.E.
Atlanta, Georgia

Mercer University School of Pharmacy
223 Walton Avenue N.W.
Atlanta, Georgia

Montessori Institute of Atlanta
3461 Peachtree Road N.E.
Atlanta, Georgia

Morehouse College
223 Chestnut Street S.W.
Atlanta, Georgia

Morris Brown College
643 Hunter Street N.E.
Atlanta, Georgia

Oglethorpe College
1184 Peachtree Road N.E.
Atlanta, Georgia

Southern School of Pharmacy
(Mercer Univ. School of Pharmacy)
223 Walton Avenue N.W.
Atlanta, Georgia

Spelman College
350 Spelman Lane S.W.
Atlanta, Georgia

Stratford Women's College
381 Peachtree Street N.E.
Atlanta, Georgia

Woodrow Wilson College of Law
Healey Building
Atlanta, Georgia

METROPOLITAN ATLANTA AREA

COLLEGE AND UNIVERSITY LIBRARIES

Note: No official list of college and university libraries in the Atlanta area is currently available. This list was compiled from the Atlanta Metropolitan Area telephone book and checked by calling all familiar names. The schools included indicated that they offered reference services.

Agnes Scott College
E. College Avenue
Decatur, Georgia

Atlanta Baptist College
3000 Flowers Road
Chamblee, Georgia

Atlanta Christian College
2605 Ben Hill Road
East Point, Georgia

Atlanta Law School
Rhodes Haverty Bldg.
Atlanta, Georgia

Atlanta University
223 Chestnut Street S.W.
Atlanta, Georgia

Beauty College of Georgia
5277 Buford Highway
Doraville, Georgia

Beulah Heights College
892 Berne Street S.E.
Atlanta, Georgia

Carver Bible Institute & College
437 Nelson Street S.W.
Atlanta, Georgia

Clark College
240 Chestnut Street S.W.
Atlanta, Georgia

Clayton Junior College
Highway 54
Morrow, Georgia

Columbia Theological Seminary
701 Columbia Drive
Decatur, Georgia

DeKalb Beauty College
3916 Glenwood Road
Decatur, Georgia

DeKalb Junior College
555 N. Indian Creed Drive
Clarkston, Georgia

Emory University
1380 S. Oxford Road N.E.
Atlanta, Georgia

Georgia State Law Dept. Library
Judicial Building
Atlanta, Georgia

Georgia Institute of Technology
225 North Avenue N.W.
Atlanta, Georgia

Georgia State University
33 Gilmer Street S.E.
Atlanta, Georgia

Immanuel Schools
644 Memorial Drive S.E.
Atlanta, Georgia

John Marshall University
105 Forrest Avenue N.E.
Atlanta, Georgia

Kennesaw Junior College
Frey Lake Road N.W.
Marietta, Georgia

Marsh Draughon Business College
322 Ivy N.E.
Atlanta, Georgia

Mercer University School of Pharmacy
223 Walton Avenue N.W.
Atlanta, Georgia

Montessori Institute of Atlanta
3461 Peachtree Road N.E.
Atlanta, Georgia

Morehouse College
223 Chestnut Street S.W.
Atlanta, Georgia

Morris Brown College
643 Hunter Street N.E.
Atlanta, Georgia

Oglethorpe College
4484 Peachtree Road N.E.
Atlanta, Georgia

Southern School of Pharmacy
(Mercer Univ. School of Pharmacy)
223 Walton Avenue N.W.
Atlanta, Georgia

Spelman College
350 Spelman Lane S.W.
Atlanta, Georgia

Stratford Women's College
[illegible] Peachtree Street N.E.
Atlanta, Georgia

Woodrow Wilson College of Law
Healey Building
Atlanta, Georgia

METROPOLITAN ATLANTA AREA

PUBLIC SCHOOL LIBRARIES

Note: The list of public schools was taken from the Georgia Educational Directory 1970.

Atlanta City Schools

Adair School (K-7)
711 Catherine Street S.W.
Atlanta, Georgia 30310

Aidmore School (Spec.)
600 Aidmore Drive N.E.
Atlanta, Georgia 30307

Anderson Park Elementary School (K-7)
2050 Tiger Flowers Drive N.W.
Atlanta, Georgia 30314

Archer High School (8-12)
2250 Perry Boulevard N.W.
Atlanta, Georgia 30318.

Arkwright School (K-7)
1261 Lockwood Drive S.W.
Atlanta, Georgia 30311

Atlanta Area Technical School (8-12)
1560 Stewart Avenue S.W.
Atlanta, Georgia 30310

Atlanta Speech School (Spec.)
3160 Northside Parkway N.W.
Atlanta, Georgia 30327

Bass School (8-12)
1080 Euclid Avenue N.E.
Atlanta, Georgia 30307

Bass Evening High School (8-12)
1080 Euclid Avenue N.E.
Atlanta, Georgia 30307

Beecher Hills School (K-7)
2257 Bollingbrook Drive S.W.
Atlanta, Georgia 30311

Ben Hill School (K-7)
3844 Campbellton Road S.W.
Atlanta, Georgia 30331

Benteen School (K-7)
200 Cassanova Street S.E.
Atlanta, Georgia 30315

Bethune Elementary School (K-7)
220 Northside Drive N.W.
Atlanta, Georgia 30314

Birney School (K-7)
3254 Northside Parkway N.W.
Atlanta, Georgia 30327

Blair Village School (K-7)
370 Blair Villa Drive S.E.
Hapeville, Georgia 30054

Bolton School (K-7)
2268 Adams Drive N.W.
Atlanta, Georgia 30318

Brandon School (K-7)
2741 Howell Mill Road N.W.
Atlanta, Georgia 30327

Brewer School (K-7)
2352 Bagwell Drive S.W.
Atlanta, Georgia 30315

Brown School (8-12)
765 Peeples Street S.W.
Atlanta, Georgia 30310

Bryant School (K-6)
252 Georgia Avenue S.W.
Atlanta, Georgia 30312

Burgess School (K-7)
480 Clifton Street S.E.
Atlanta, Georgia 30316

Butler, H.R., Elementary School (K-7)
89 Yonge Street S.E.
Atlanta, Georgia 30312

Campbell Elementary School (K-7)
21 Thirkield Avenue S.W.
Atlanta, Georgia 30315

Capitol Avenue Elementary (K-7)
811 Capitol Avenue S.W.
Atlanta, Georgia 30315

Capitol View School (K-7)
Stewart Avenue S.W.
Atlanta, Georgia 30310

Carey School (K-7)
1157 Sixth Street N.W.
Atlanta, Georgia 30318

Carter, E.R. Elementary School (K-7)
80 Ashby Street N.W.
Atlanta, Georgia 30314

Carver Vocational School (8-12)
1275 Capitol Avenue S.W.
Atlanta, Georgia 30315

Cascade School (K-7)
2326 Venetian Drive S.W.
Atlanta, Georgia 30311

Center Hill School (K-7)
2451 Bankhead Highway N.W.
Atlanta, Georgia 30318

Central Jr. High School (8)
Pryor Street S.W.
Atlanta, Georgia 30303

Cerebral Palsy School (Spec.)
1815 Ponce de Leon Avenue
Atlanta, Georgia 30307

Chattahoochee School (K-7)
2751 Peyton Road N.W.
Atlanta, Georgia 30318

Clement Elementary School (K-7)
180 Holly Road N.W.
Atlanta, Georgia 30314

Cleveland School (K-7)
81 Cleveland Avenue S.W.
Atlanta, Georgia 30315

Coan, Sammye E. School (Middle School)
1550 Boulevard Drive N.E.
Atlanta, Georgia 30317

Collier Heights Elementary School (K-7)
3050 Collier Drive N.W.
Atlanta, Georgia 30318

Connally School (K-7)
1626 Westhaven Drive S.W.
Atlanta, Georgia 30311

Continental Colony (K-7)
3181 Hogan Road S.W.
Atlanta, Georgia 30311

Cook School (K-7)
211 Memorial Drive S.E.
Atlanta, Georgia 30312

Cooper Street Elementary (K-6)
405 Cooper Street S.W.
Atlanta, Georgia 30312

Craddock Elementary School (K-7)
448 Gray Street N.W.
Atlanta, Georgia 30318

Crogman Elementary School (K-6)
1093 West Avenue S.W.
Atlanta, Georgia 30315

Dobbs Elementary School (K-7)
1965 Lewis Road S.E.
Atlanta, Georgia 30315

Douglass High School (8-11)
225 Hightower Road N.W.
Atlanta, Georgia 30318

Dunbar School
403 Richardson Street S.W.
Atlanta, Georgia 30311

Dykes School (8-12)
4360 Powers Ferry Road N.W.
Atlanta, Georgia 30327

East Atlanta School (8-12)
1820 Mary Dell Drive S.E.
Atlanta, Georgia 30316

East Lake School (K-7)
2440 Cottage Grove Avenue S.E.
Atlanta, Georgia 30317

English Avenue Elementary School (K-7)
627 English Avenue N.W.
Atlanta, Georgia 30318

Fain Elementary School (K-7)
3415 DelMar Lane N.W.
Atlanta, Georgia 30331

Finch Elementary School (K-7)
2196 Ajax Drive N.W.
Atlanta, Georgia 30318

Forrest Elementary School (K-7)
Forrest Road N.E.
nta, Georgia 30312

Fountain, Wm. A. School (K-7)
2071 Boulevard Drive S.E.
Atlanta, Georgia 30317

Fowler School (K-7)
595 Fowler Street N.W.
Atlanta, Georgia 30313

Fulton School (8-12)
2025 Jonesboro Road S.E.
Atlanta, Georgia 30315

Garden Hills (K-7)
285 Sheridan Drive N.E.
Atlanta, Georgia30305

George, Walter F. School (8-12)
3200 Latona Drive S.W.
Atlanta, Georgia 30315

Gideons, Charles L. Elementary School (K-7)
Welch Street S.W.
anta, Georgia 30310

Gilbert School (K-7)
407 Ashwood Avenue S.W.
Atlanta, Georgia 30315

Goldsmith School (K-7)
1202 W. Marietta Street N.W.
Atlanta, Georgia 30318

Gordon School (K-7)
1205 Metropolitan Avenue S.E.
Atlanta, Georgia 30316

Grady School (8-12)
929 Charles Allen Drive N.E.
Atlanta, Georgia 30309

Grant Park School (K-7)
750 Kalb Avenue S.E.
Atlanta, Georgia 30312

Grove Park Elementary School (K-7)
Evelyn Way N.W.
anta, Georgia 30318

Guice School (K-7)
1485 Woodland Avenue S.E.
Atlanta, Georgia 30316

Hardnett, W.F. Elementary School (K-7)
1401 Bridges Avenue S.W.
Atlanta, Georgia 30310

Harper, Caroline F. Elementary School (K-7)
180 Poole Creek Road S.E.
Hapeville, Georgia 30054

Harper High School (8-12)
3399 Collier Drive N.W.
Atlanta, Georgia 30331

Harris School (K-7)
1444 Lucile Avenue S.W.
Atlanta, Georgia 30310

Harwell Road Elementary School (K-7)
631 Harwell Road N.W.
Atlanta, Georgia 30318

Haygood School (K-7)
921 Howell Mill Avenue N.W.
Atlanta, Georgia 30318

Herndon, A.F., Elementary School (K-7)
1075 Simpson Road N.W.
Atlanta, Georgia 30314

Highland School (K-7)
978 North Avenue N.E.
Atlanta, Georgia 30306

Hill, C. W., Elementary School (K-7)
386 Pine Street N.E.
Atlanta, Georgia 30308

Home Park School (K-7)
1031 State Street N.W.
Atlanta, Georgia 30318

Hope, John, Elementary School (K-7)
112 Boulevard N.E.
Atlanta, Georgia 30312

Hope, R. L. School (K-7)
3317 Piedmont Road N.E.
Atlanta, Georgia 30305

Howard High School (8-12)
551 Houston Street N.E.
Atlanta, Georgia 30312

Howell, E.P. School (K-7)
1741 Howell Mill Road N.W.
Atlanta, Georgia 30318

Howell, Minnie School (K-7)
399 Macedonia Road S.E.
Atlanta, Georgia 30315

Hubert Elementary School (K-7)
1043 Memorial Drive S.E.
Atlanta, Georgia 30316

Humphries School (K-7)
3029 Humphries Drive S.E.
Atlanta, Georgia 30315

Hutchinson School (K-7)
650 Cleveland Avenue S.W.
Atlanta, Georgia 30315

Inman Park Elementary School
729 Edgewood Avenue N.E.
Atlanta, Georgia 30307

Inman, S.M. School (K-7)
774 Virginia Avenue N.E.
Atlanta, Georgia 30306

Jackson, Warren T. School (K-7)
1325 Mt. Paran Road N.W.
Atlanta, Georgia 30327

Johnson, E.P., Elementary School (K-7)
494 Martin Street S.E.
Atlanta, Georgia 30312

Jones, Jerome School (K-7)
649 Home Avenue S.E.
Atlanta, Georgia 30312

Jones, Jessie M., Elementary School (K-7)
1275 Capitol Avenue S.W.
Atlanta, Georgia 30315

Jones, M. Agnes, Elementary School (K-7)
1040 Fair Street S.W.
Atlanta, Georgia 30314

Kimberly School (K-7)
[illegible] McMurray Drive S.W.
Atlanta, Georgia 30311

Kirkwood School (K-7)
138 Kirkwood Road
Atlanta, Georgia 30317

Lakewood School (K-7)
335 Sawtell Avenue S.E.
Atlanta, Georgia 30315

Lin School (K-7)
586 Candler Park Drive N.E.
Atlanta, Georgia 30307

Luckie School (K-7)
488 Luckie Street N.W.
Atlanta, Georgia 30313

McClatchey School (K-7)
685 Loridan Drive N.E.
Atlanta, Georgia 30305

Mayson Elementary School (K-7)
3276 Bankhead Highway N.W.
Atlanta, Georgia 30331

Miles School (K-7)
4215 Bakers Ferry Road S.W.
Atlanta, Georgia 30331

Milton Avenue School (Spec.)
202 Milton Avenue S.E.
Atlanta, Georgia 30315

Mitchell School (K-7)
2845 Margaret Mitchell Drive N.W.
Atlanta, Georgia 30327

Moreland School (K-7)
1083 Austin Avenue
Atlanta, Georgia 30307

Morningside School (K-7)
1053 E. Rock Srpings Road N.E.
Atlanta, Georgia 30306

Mt. Vernon School (K-7)
1850 Alma Street N.W.
Atlanta, Georgia 30318

Murphy School (8-12)
256 Clifton Street S.E.
Atlanta, Georgia 30307

North Avenue Elementary School (K-7)
386 North Avenue N.E.
Atlanta, Georgia 30308

North Fulton School (8-12)
2890 N. Fulton Drive N.E.
Atlanta, Georgia 30305

Northside School (8-12
2[illegible] Northside Drive N.W.
A[illegible]a, Georgia 30305

Northside Center School (Spec.)
3166 Mathieson Drive N.E.
Atlanta, Georgia 30305

Oglethorpe Elementary School (K-7)
601 Beckwith Street S.W.
Atlanta, Georgia 30314

O'Keefe School (8-12)
151 Sixth Street N.W.
Atlanta, Georgia 30313

Parks Jr. High School (8-9)
1090 Windsor Street S.W.
Atlanta, Georgia 30310

Peeples School (K-7)
589 Peeples Street S.W.
Atlanta, Georgia 30310

Perkerson School (K-7)
28[illegible] Lakewood Avenue S.W.
A[illegible]a, Georgia 30315

Peterson School (K-7)
1757 Mary Dell Drive S.E.
Atlanta, Georgia 30316

Peyton Forest Elementary School (K-7)
301 Peyton Road S.W.
Atlanta, Georgia 30311

Pitts, C.M., Elementary School (K-7)
2210 Perry Boulevard N.W.
Atlanta, Georgia 30318

Price High School (9-12)
1670 Capitol Avenue S.E.
Atlanta, Georgia 30315

Pryor Elementary School (K-6)
200 Doane Street S.W.
Atlanta, Georgia 30315

Ragsdale School (K-7)
1114 Avon Avenue S.W.
A[illegible]a, Georgia 30310

Reynolds Elementary School (K-7)
100 Flat Shoals Avenue S.E.
Atlanta, Georgia 30316

Rivers School (K-7)
8 Peachtree Battle Avenue N.W.
Atlanta, Georgia 30305

Robinson Elementary School (K-7)
1557 Johnson Road N.W.
Atlanta, Georgia 30318

Rock Springs School (K-7)
771 Lindbergh Drive N.E.
Atlanta, Georgia 30324

Roosevelt School (8-12)
745 Rosalia Street S.E.
Atlanta, Georgia 30312

Rusk School (K-7)
433 Peeples Street S.W.
Atlanta, Georgia 30310

Scott Elementary School (K-7)
1752 Hollywood Road N.W.
Atlanta, Georgia 30318

Slater Elementary School (K-7)
1320 Pryor Road S.W.
Atlanta, Georgia 30315

Slaton School (K-7)
688 Grant Street S.E.
Atlanta, Georgia 30315

Smith, Hoke, High School (8-11)
535 Hill Street S.E.
Atlanta, Georgia 30312

Smith, S.R. School (K-7)
370 Old Ivy Road N.E.
Atlanta, Georgia 30305

Southwest School (8-12)
3116 Sewell Road S.W.
Atlanta, Georgia 30311

Spring School (K-7)
1404 Spring Street N.W.
Atlanta, Georgia 30309

Stanton, D.H., Elementary School
(K-7)
970 Martin Street S.E.
Atlanta, Georgia 30315

Stanton, F.L., Elementary School
(K-7)
1625 Mozley Drive S.W.
Atlanta, Georgia 30314

Sylvan Hills Elementary School (K-7)
[illegible]57 Melrose Drive S.W.
[illegible]lanta, Georgia 30310

Sylvan Hills High School (8-12)
1461 Sylvan Road S.W.
Atlanta, Georgia 30310

Toomer, Fred A. School (K-7)
65 Rogers Street N.E.
Atlanta, Georgia 30317

Towns Elementary School (K-7)
760 Bolton Road N.W.
Atlanta, Georgia 30331

Therrell School (8-12)
3099 Sage Road S.W.
Atlanta, Georgia 30311

Turner High School (8-12)
98 Anderson Avenue N.W.
Atlanta, Georgia 30314

Tuxedo School (K-7)
4191 Northside Drive N.W.
[illegible]lanta, Georgia 30305

Venetian Hills School (K-7)
1910 Venetian Drive S.E.
Atlanta, Georgia 30311

Walker Elementary School (K-7)
165 Walker Street S.W.
Atlanta, Georgia 30313

Ware Elementary School (K-7)
569 Hunter Street N.W.
Atlanta, Georgia 30314

Washington, Booker T., High School (9-12)
45 White House Drive S.W.
Atlanta, Georgia 30314

Washington, Night Vocational School
45 White House Drive S.W.
Atlanta, Georgia 30314

Waters School (K-7)
660 McWilliams Road S.E.
[illegible]tlanta, Georgia 30315

[illegible]esley Elementary School (K-7)
187 Wesley Avenue N.E.
Atlanta, Georgia 30307

West School (K-7)
820 Essie Avenue S.E.
Atlanta, Georgia 30316

West Fulton School (8-12)
1890 Rankhead Avenue N.W.
Atlanta, Georgia 30318

West Haven Elementary School (K-7)
2531 Gordon Road S.W.
Atlanta, Georgia 30311

West Manor School (K-7)
570 Lynhurst Drive S.W.
Atlanta, Georgia 30311

White Elementary School (K-7)
1890 Detroit Avenue N.W.
Atlanta, Georgia 30314

Whitefoord School (K-7)
35 Whitefoord Avenue S.E.
Atlanta, Georgia 30317

Whittaker School (Spec.)
846 Huff Road N.W.
Atlanta, Georgia 30318

Williams, A.D. School (K-7)
1060 Wilkes Circle, N.W.
Atlanta, Georgia 30318

Wright, Rosalie, Elementary School (K-7)
350 Autumn Lane
Atlanta, Georgia 30310

Buford City Schools

Buford Elementary School (1-7)
Hill Street
Buford, Georgia 30518

Buford High School (8-12)
Hill Street
Buford, Georgia 30518

Greenard-Watson (1-12)
Bona Road
Buford, Georgia 30518

Clayton County Schools

Arnold, J. W. (1-3
ckbridge Road
esboro, Georgia 30236

Ash Street Elementary School (1-6)
5277 Ash Street
Forest Park, Georgia 30050

Babb, G. P., Jr. High School (7-9)
500 Reynolds Road
Forest Park, Georgia 30050

Church Street Elementary School (1-6)
7013 Church Street
Riverdale, Georgia 30274

East Clayton Elementary School (1-6)
2750 Ellenwood Road
Ellenwood, Georgia 30049

Edmonds, J.E. School (1-6)
4495 Simpson Road
Forest Park, Georgia 30050

Forest Park Jr. High School (7-9)
4862 College Street
est Park, Georgia 30050

Forest Park Senior High School (10-12)
5452 Phillips Drive
Forest Park, Georgia 30050

Fountain, W.A. School (1-6)
5215 West Street
Forest Park, Georgia 30050

Hendrix Drive Elementary School (1-6)
4475 Hendrix Drive
Forest Park, Georgia 30050

Huie, Joseph H. Elementary School (1-6)
1260 Rockcut Road
Forest Park, Georgia 30050

Haynie, B.C., Elementary School (1-6)
Morrow Road
Morrow, Georgia 30260

Jonesboro Junior High School (7-8)
137 Spring Street
esboro, Georgia 30236

Jonesboro Senior High School (10-12)
7728 Mt. Zion Road
Jonesboro, Georgia 30236

Lake City Elementary School (1-6)
5554 Phillips Drive
Forest Park, Georgia 30050

Lake Harbin Elementary School (1-6)
2201 Lake Harbin Road
Morrow, Georgia 30260

Lee Street Elementary School (1-6)
178 Lee Street
Jonesboro, Georgia 30236

Morrow Elementary School (1-6)
6115 Reynolds Road
Morrow, Georgia 30260

Morrow Junior High School (7-8)
Maddox Road
Morrow, Georgia 30260

Morrow Senior High School (9-10)
Maddox Road
Morrow, Georgia 30260

Mountain View Elementary School (1-6)
4257 College Street
Mountain View, Georgia 30070

North Clayton Junior High School (7-9)
4630 Riverdale Road
College Park, Georgia 30020

North Clayton Senior High School (10-12)
1525 Norman Road
College Park, Georgia 30020

Northcutt, G. W., Elementary School (1-6)
4650 Riverdale Road
College Park, Georgia 30020

North Jonesboro Elementary School (1-6)
Fifth Avenue
Jonesboro, Georgia 30236

Riverdale Elementary School (1-6)
6630 Camp Street
Riverdale, Georgia 30274

Riverdale Junior High School (7-9)
Roberts Drive
Riverdale, Georgia 30274

Clayton County Schools - Continued

r, Lillie E., Elementary School (1-6)
Jodeco Road
Jonesboro, Georgia 30236

Swint, E.J., Elementary School (1-6)
North Avenue
Jonesboro, Georgia 30236

Tara Elementary School (1-6)
937 Morrow Industrial Blvd.
Morrow, Georgia 30260

West Clayton Elementary School (1-6)
5580 Riverdale Road
College Park, Georgia 30022

Cobb County Schools

Acworth School (1-6)
101 Dixie Avenue
Acworth, Georgia 30101

Argyle School (1-6)
ing Street
rna, Georgia 30080

Austell School (1-9)
Austell, Georgia 30001

Awtrey, Bernard School (7-9)
Acworth, Georgia 30101

Banberry School (TMR)
Banberry Road
Marietta, Georgia 30060

Bells Ferry School (1-6)
Bells Ferry Road
Marietta, Georgia 30060

Belmont Hills School (1-6)
Glendale Place
Smyrna, Georgia 30080

Big Shanty School (1-6)
Kennesaw, Georgia 30144

Blackwells School (1-6)
7 Canton Road
ietta, Georgia 30060

Brown School (1-6)
Box 455
Smyrna, Georgia 30080

Cobb County Schools - Continued

Brumby, Otis School (1-6)
Powers Ferry Road
Marietta, Georgia 30060

Campbell School (9-12)
South Atlanta Road
Smyrna, Georgia 30080

Clarkdale School (1-6)
Austell, Georgia 30001

Clay School (1-6)
Mableton, Georgia 30059

Compton School (1-6)
Powder Springs, Georgia

Daniell, J.J. (7-9)
Scott Road
Marietta, Georgia 30060

Due West School (1-6)
Route # 4
Marietta, Georgia 30060

East Cobb School (7-9)
Holt Road
Marietta, Georgia 30060

Eastside School (1-6)
Route # 2
Marietta, Georgia 30060

East Valley School (1-6)
Route # 3
Marietta, Georgia 30060

Elizabeth School (1-6)
1386 Church Street Extension
Marietta, Georgia 30060

Fair Oaks School
407 Barber Road
Marietta, Georgia 30060

Floyd School (7-9)
Floyd Road
Mableton, Georgia 30059

Green Acres School (1-6)
Route # 3
Smyrna, Georgia 30080

Cobb County Schools - Continued

rmony-Leland School (1-6)
ute # 1
Mableton, Georgia 30059

Hawthorne School (1-6)
Smyrna, Georgia 30080

Hollydale School (1-6)
Route # 8
Marietta, Georgia 30060

Kennesaw School (1-6)
Kennesaw, Georgia 30144

Kenwood School (1-6)
Argo Road
Smyrna, Georgia 30080

King Springs School (1-6)
Reed Drive
Smyrna, Georgia 30080

LaBelle School (1-6)
230 Creeson
arietta, Georgia 30060

ee, Fitzhugh School (1-6)
3578 South Atlanta Road
Smyrna, Georgia 30080

Lindley, Frank School (7-9)
Old Alabama Road
Mableton, Georgia 30059

Mableton School (1-6)
Mableton, Georgia 30059

McEachern School (1-12)
Route # 1
Powder Springs, Georgia, 30073

Milford School (1-6)
1267 Austell Road
Marietta, Georgia 30060

Mountain View School (1-6)
Route # 1
Marietta, Georgia 30060

sh Junior High School (7-8)
rd Road
Smyrna, Georgia 30080

North Cobb School (10-12)
Acworth, Georgia 30101

Norton Park School (1-6)
Church Road
Smyrna, Georgia 30080

Osborne, R.L., Junior High
School (7-9)
311 Joyner Avenue
Marietta, Georgia 30060

Osborne, R.L., Senior High
School (10-12)
Marietta, Georgia 30060

Pebblebrook School (9-12)
Pebblebrook Circle
Mableton, Georgia 30059

Powder Springs School (1-6)
Powder Springs, Georgia 30073

Powers Ferry School (1-6)
1050 Powers Ferry Road
Marietta, Georgia 30060

Riverside School (1-6)
Box 325
Austell, Georgia 30001

Russell, Richard B. School (1-6)
Route # 1
Smyrna, Georgia 30080

Sedalia Park School (1-6)
687 Lower Roswell Road
Marietta, Georgia 30080

Sky View School (1-6)
Dunn Road
Mableton, Georgia 30059

Smyrna School (1-6)
Church Street
Smyrna, Georgia 30080

South Cobb School (10-12)
Austell, Georgia 30001

Sprayberry School (10-12)
Allgood Road
Marietta, Georgia 30060

Cobb County Schools - Continued

Grayberry Vo-Tech School (10-12)
Allgood Road
Marietta, Georgia 30060

Teasley School (1-6)
Springhill Drive
Smyrna, Georgia 30080

Wheeler, Joseph School (10-12)
Holt Road
Marietta, Georgia 30060

Wills, F.T. School (9-12)
Powder Springs Street
Smyrna, Georgia 30080

Decatur City Schools

Beacon Elementary School (1-7)
404 W. Trinity Place
Decatur, Georgia 30030

Clairmont School (1-7)
55 Erie Avenue
Decatur, Georgia 30030

College Heights School (1-7)
917 S. McDonough Street
Decatur, Georgia 30030

Decatur High School (8-12)
310 N. McDonough Street
Decatur, Georgia 30030

Fifth Avenue School (1-7)
101 Fifth Avenue
Decatur, Georgia 30030

Glenwood School (1-7)
440 E. Ponce de Leon Avenue
Decatur, Georgia 30030

Oakhurst School (1-7)
175 Mead Road
Decatur, Georgia 30030

Scottish Rite Hospital (1-7)
321 W. Hill Street
Decatur, Georgia 30030

Second Avenue Elementary School (4-5)
118 Second Avenue
Decatur, Georgia 30030

Decatur City Schools - Continued

Westchester School (1-7)
758 Scott Boulevard
Decatur, Georgia 30030

Winnona Park School (1-7)
510 Avery Street
Decatur, Georgia 30030

DeKalb County Schools

Alexander, Hooper School (1-7)
3414 Memorial Drive
Decatur, Georgia 30030

Allgood School (1-7)
659 Allgood Road
Stone Mountain, Georgia 30083

Ashford Park School (1-7)
2968 Cravenridge Drive N.E.
Atlanta, Georgia 30319

Atherton School (1-7)
1674 Atherton Drive
Decatur, Georgia 30032

Avondale Elementary School (1-7)
10 Lakeshore Drive
Avondale Estates, Georgia 30002

Avondale High School (8-12)
1192 Clarendon Road
Avondale Estates, Georgia 30002

Bouldercrest School (1-7)
1795 Constitution Avenue S.E.
Atlanta, Georgia 30316

Briarcliff High School (8-12)
2415 N. Druid Hills Road
Atlanta, Georgia 30329

Briarlake School (1-7)
3590 La Vista Road
Decatur, Georgia 30033

Briar Vista School (1-7)
1131 Briar Vista Terrace N.E.
Atlanta, Georgia 30324

Brockett School (1-7)
1855 Brockett Road
Tucker, Georgia 30084

DeKalb County Schools - continued

Brookhaven School (1-7)
[illegible]30 N. Druid Hills Road N.E.
[illegible]lanta, Georgia 30319

Canby Lane School (1-7)
4150 Green Hawk Terrace
Decatur, Georgia 30032

Candler, Murphey School (1-7)
6775 Klondike Road
Lithonia, Georgia 30058

Chamblee High School (8-12)
3688 Chamblee-Dunwoody Road
Chamblee, Georgia 30005

Chapel Hill School (1-7)
3536 Radcliff Boulevard
Decatur, Georgia 30032

Cherry, Jim (1-7)
3007 Hermance Drive N.E.
Atlanta, Georgia 30319

Chestnut School (1-7)
[illegible]576 N. Peachtree Road
[illegible]amblee, Georgia 30005

Clarkston High School (8-12)
618 N. Indian Creek Drive
Clarkston, Georgia 30021

Clifton School (1-7)
3132 Clifton Church Road S.E.
Atlanta, Georgia 30316

Columbia Elementary School (1-7)
3230 Columbia Woods Drive
Decatur, Georgia 30032

Columbia High School (8-12)
2106 Columbia Drive
Decatur, Georgia 30032

Coralwood School (1-7)
2477 Coralwood Drive
Decatur, Georgia 30329

Cross Keys High School (8-12)
1626 N. Druid Hills Road N.E.
[illegible]lanta, Georgia 30329

DeKalb Adult Education School (Adult High School and Special Programs)
955 N. Indian Creek Drive
Clarkston, Georgia 30021

DeKalb Area Technical School (Day Evening)
495 N. Indian Creek Drive
Clarkston, Georgia 30021

DeKalb College
555 N. Indian Creek Drive
Clarkston, Georgia 30021

Doraville School (1-7)
3932 Flowers Road
Doraville, Georgia 30040

Dresden School (1-7)
2449 Dresden Drive
Chamblee, Georgia 30005

Druid Hills High School (8-12)
1798 Haygood Drive N.E.
Atlanta, Georgia 30307

Dunaire School (1-7)
651 S. Indian Creek Drive
Stone Mountain, Georgia 30083

Dunwoody School (1-7)
5339 Chamblee-Dunwoody Road
Dunwoody, Georgia 30043

Evansdale School (1-7)
2914 Evans Woods Drive
Chamblee, Georgia 30005

Fernbank School (1-7)
157 Heaton Park Road N.E.
Atlanta, Georgia 30307

Fernbank Science Center
156 Heaton Park Road N.E.
Atlanta, Georgia 30307

Flat Shoals School
3226 Flat Shoals Road
Decatur, Georgia 30032

Forrest Hills School (1-7)
923 Forrest Boulevard
Decatur, Georgia 30030

Glen Haven School (1-7)
1402 Austin Drive
Decatur, Georgia 30032

Gordon High School (8-12)
2190 Wallingford Drive
Decatur, Georgia 30032

DeKalb County Schools - continued

Gresham High School (1-7)
1848 Vicki Lane S.E.
Atlanta, Georgia 30316

Harris, Margaret School (1-7)
1634 Knob Hill Drive N.E.
Atlanta, Georgia 30329

Hawthorne School (1-7)
2535 Caladium Drive
Atlanta, Georgia 30329

Henderson High School (8-12)
2830 Henderson Mill Road
Chamblee, Georgia 30005

Henderson Mill School (1-7)
2408 Henderson Mill Road N.E.
Atlanta, Georgia 30329

Heritage School
2225 Heritage Drive N.E.
Atlanta, Georgia 30329

Hightower School (1-7)
4236 Tilly Mill Road
Doraville, Georgia 30040

Huntley Hills School (1-7)
2112 Seaman Circle
Chamblee, Georgia 30005

Idlewood School (1-7)
1484 Idlewood Road
Tucker, Georgia 30084

Indian Creek School (1-7)
724 N. Indian Creek Drive
Clarkston, Georgia 30021

Jolly Elementary School (1-7)
1071 Otello Avenue
Stone Mountain, Georgia 30083

Kelley Lake School (1-7)
2590 Kelley Lake Road
Decatur, Georgia 30002

Kittredge School (1-7)
2383 N. Druid Hills Road N.E.
Atlanta, Georgia 30329

Knollwood School (1-7)
3039 Santa Monica Drive
Decatur, Georgia 30032

Lakeside High School (8-12)
3801 Briarcliff Road N.E.
Atlanta, Georgia 30329

Laurel Ridge School (1-7)
1215 Balsam Drive
Decatur, Georgia 30022

Lithonia High School (8-12)
2451 Randall Avenue
Lithonia, Georgia 30058

McLendon School (1-7)
3169 Hollywood Drive
Decatur, Georgia 30022

Meadowview School (1-7)
1879 Wee Kirk Road
Atlanta, Georgia 30316

Medlock School (1-7)
2418 Wood Trail Lane
Decatur, Georgia 30033

Midvale School (1-7)
3836 Midvale Road
Tucker, Georgia 30084

Midway School (1-7)
3318 Midway Road
Decatur, Georgia 30032

Montclair School (1-7)
1680 Clairmont Place N.E.
Atlanta, Georgia 30329

Montgomery School (1-7)
3995 Ashford-Dunwoody Road
Atlanta, Georgia 30319

Northwoods School (1-7)
3130 Raymond Drive
Doraville, Georgia 30040

Oakcliff School (1-7)
3150 Willow Oak Way
Doraville, Georgia 30040

DeKalb County Schools - continued

Oak Grove School (1-7)
[illegible]7 Oak Grove Road N.E.
Atlanta, Georgia 30329

Peachcrest School (1-7)
1530 Joy Lane
Decatur, Georgia 30032

Peachtree High School (8-11)
4664 N. Peachtree Road N.E.
Chamblee, Georgia 30005

Pleasantdale School (1-7)
3695 N. Lake Drive
Chamblee, Georgia 30005

Redan School (1-7)
8730 Stone Mountain-Lithonia Road
Redan, Georgia 30074

Rehoboth School (1-7)
2652 Lawrenceville Road
Decatur, Georgia 30033

[illegible]ynolds, Cary School (1-7)
[illegible]8 Pine Street
Doraville, Georgia 30040

Rock Chapel School (1-7)
1130 Rock Chapel Road
Lithonia, Georgia 30058

Rowland School (1-7)
1317 S. Indian Creek Drive
Stone Mountain, Georgia 30083

Sagamore Hills School (1-7)
1865 Alderbrook Road
Atlanta, Georgia 30329

Sequoyah High School (8-12)
3450 Aztec Drive
Doraville, Georgia 30040

Sexton Woods School (1-7)
3601 Sexton Woods Drive
Chamblee, Georgia 30005

Shallowford School (1-7)
[illegible]0 Chamblee-Dunwoody Road
[illegible]mblee, Georgia 30005

Shamrock School (8-12)
3100 Mt. Olive Drive
Decatur, Georgia 30033

Sky Haven School (1-7)
1372 Sky Haven Road S.E.
Atlanta, Georgia 30316

Skyland School (1-7)
2600 Skyland Drive
Atlanta, Georgia 30319

Smoke Rise School (1-7)
1991 Silver Hill Road
Stone Mountain, Georgia 30083

Snapfinger School (1-7)
1365 Snapfinger Road
Decatur, Georgia 30032

Southwest DeKalb High School (8-12)
3592 Flat Shoals Road
Decatur, Georgia 30032

Steele, Leslie J. School (1-7)
2162 Second Avenue
Decatur, Georgia 30032

Stone Mountain Elementary School (1-7)
6720 Memorial Drive
Stone Mountain, Georgia 30083

Stone Mountain High School (8-12)
5265 Mimosa Street
Stone Mountain, Georgia 30083

Stoneview School (1-7)
2629 Huber Street
Lithonia, Georgia 30058

Terry Mill School (1-7)
797 Fyaetteville Road S.E.
Atlanta, Georgia 30316

W. D. Thomson School (1-7)
2892 N. Druid Hills Road N.E.
Atlanta, Georgia 30329

Tilson School (1-7)
2100 Bixler Circle
Decatur, Georgia 30032

Toney School (1-7)
2701 Oakland Terrace
Decatur, Georgia 30032

Towers High School (8-12)
3919 Brookcrest Circle
Decatur, Georgia 30032

DeKalb County Schools - continued

Tucker Elementary School (1-7)
4898 LaVista Road
Tucker, Georgia 30084

Tucker High School (8-12)
5036 LaVista Road
Tucker, Georgia 30084

Wadsworth School (1-7)
2084 Green Forrest Drive
Decatur, Georgia 30032

Walker High School (8-12)
1804 Bouldercrest Road S.E.
Atlanta, Georgia 30316

Warren School (1-7)
3075 Alton Street
Chamblee, Georgia 30005

Wesley Chapel School (1-7)
2670 Wesley Chapel Road
Decatur, Georgia 30032

Woodward School (1-7)
3034 Curtis Drive N.E.
Atlanta, Georgia 30319

Fulton County Schools - continued

Alpharetta School (1-7)
192 Mayfield Street
Alpharetta, Georgia 30201

Avery, Sophie M. (1-7)
2110 W. John Wesley Avenue
College Park, Georgia 30337

Beavers, J.F. School (1-7)
532 Ross Avenue
College Park, Georgia 30337

Briarwood High School (8-12)
2816 Briarwood Boulevard
East Point, Georgia 30344

Campbell High School (8-12)
[illegible] Broad Street
Fairburn, Georgia 30213

Collins, M.D., High School (8-10)
2800 Burdett Road
College Park, Georgia 30337

Cedar Grove School 1-7)
Route 2
Fairburn, Georgia 30213

Central Park School (1-7)
2715 Cheney Street
East Point, Georgia 30344

Church Street School (1-7)
2885 Church Street
East Point, Georgia 30344

Cliftondale School (1-7)
Route # 1
College Park, Georgia 30337

College Park High School (8-12)
3605 Main Street
College Park, Georgia 30337

College Street School (1-7)
580 College Street
Hapeville, Georgia 30354

Conley Hills School (1-7)
2580 DeLowe Drive
East Point, Georgia 30344

Dodd, Amy L. (1-7)
Kimball Bridge Road
Alpharetta, Georgia 30201

Dodson Drive School (1-7)
2581 Dodson Drive
East Point, Georgia 30344

Eastern School (1-7)
4710 Campbell Drive
Red Oak, Georgia 30272

East Point Elementary School (1-7)
1286 Washington Street
East Point, Georgia 30344

Fairburn Elementary School (1-7)
109 Pine Street
Fairburn, Georgia 30213

Fairburn High School (8-12)
109 Pine Street
Fairburn, Georgia 30213

Hammond School (1-7)
300 Johnson Ferry Road
Atlanta, Georgia 30328

Fulton County Schools - Continued

Hapeville High School (8-12)
579 Scout Street
Hapeville, Georgia 30354

Harris Street School (1-7)
2575 N. Harris Street
East Point, Georgia 30344

Headland High School (8-12)
2376 Headland Drive
East Point, Georgia 30344

High Point School (1-7)
520 Greenland Road N.E.
Atlanta, Georgia 30305

Hopewell School (1-7)
Route # 1
Alpharetta, Georgia 30201

Lakeshore High School (8-12)
2134 Lakeshore Drive
College Park, Georgia 30337

Laurel Hills School (1-7)
2825 Carriage Lane
College Park, Georgia 30337

Liberty-Guinn School (1-7)
2820 Long Island Drive N.W.
Atlanta, Georgia 30305

Longino, George F. (1-7)
2001 Walker Street
College Park, Georgia 30337

Milton High School (8-12)
86 School Drive
Alpharetta, Georgia 30201

Mimosa School (1-7)
1550 Warsaw Road
Roswell, Georgia 30075

Mitchell, Kathleen School (1-7)
2480 Paul D. West Drive
College Park, Georgia 30337

Morgan Falls School (1-7)
[illegible] Roswell Road
Dunwoody, Georgia 30043

Mt. Olive School (1-7)
3353 Mt. Olive Road
East Point, Georgia 30344

Newton Estates School (1-7)
Route # 2
College Park, Georgia 30337

North Avenue School (1-7)
689 North Avenue
Hapeville, Georgia 30354

North Roswell School (1-5)
275 Woodstock Road
Roswell, Georgia 30075

North Springs High School (8-12)
7447 Roswell Road
Atlanta, Georgia 30328

Northwestern School (1-7)
Birmingham Road
Roswell, Georgia 30075

Oak Knoll School (1-7)
2626 Hogan Road
East Point, Georgia 30344

Palmetto School (1-7)
252 Fayetteville Road
Palmetto, Georgia 30268

Parklane School (1-7)
2809 Blount Street
East Point, Georgia 30344

Quillian, W.A. School (1-7)
3121 Norman Berry Drive
East Point, Georgia 30344

Rico School (1-7)
Rico Road
Palmetto, Georgia 30268

Ridgeview School (8-10)
5340 Trimble Road N.E.
Atlanta, Georgia 30305

Riley, Charles E. School (1-7)
90 Turner Drive
Palmetto, Georgia 30268

Fulton County Schools - continued

...ey, James L. (1-7)
845 Mt. Vernon Highway N.W.
Atlanta, Georgia 30305

Roswell School (1-7)
791 Mimosa Boulevard
Roswell, Georgia 30075

Roswell High School (8-12)
1131 Alpharetta Street
Roswell, Georgia 30075

Russell High School (8-12)
1500 Jefferson Avenue
East Point, Georgia 30344

Sandtown School (1-7)
5320 Campbellton Road S.W.
Atlanta, Georgia 30311

Sandy Springs High School
227 Sandy Springs Drive
Atlanta, Georgia 30328

...ch, Marion (1-7)
...97 Pennsylvania Avenue
East Point, Georgia 30344

South Fulton High School (8-12)
605 S. Bayard Street
East Point, Georgia 30344

Spalding Drive School (1-7)
130 Spalding Drive N.E.
Atlanta, Georgia 30328

Stonewall School (1-7)
School Drive
Stonewall, Georgia 30282

The Meadows School (1-7)
5270 Northfield Boulevard
College Park, Georgia 30337

Thomas, Eva L., High School (8-12)
2075 Princeton Avenue
College Park, Georgia 30337

...erwood Hills School (1-7)
... Colewood Way N.E.
Atlanta, Georgia 30305

Union City School (1-7)
Dixie Lakes Road
Union City, Georgia 30291

Utoy Springs School (1-7)
4001 Danforth Road S.W.
Atlanta, Georgia 30311

Warsaw School (1-7)
Medlock Bridge Road
Duluth, Georgia 30136

Webb, Guy (1-7)
795 Hammond Drive N.E.
Atlanta, Georgia 30305

Wells, Jere A. School (1-7)
2148 Newnan Avenue
East Point, Georgia 30344

Wells, Josephine School (1-7)
554 Parkway Drive
Hapeville, Georgia 30354

Westwood High School (8-10)
2370 Union Road S.W.
Atlanta, Georgia 30331

Word, M.P. School (1-7)
Elder Road
Fairburn, Georgia 30213

Young, S.R. School (1-7)
710 E. Temple Avenue
College Park, Georgia 30337

Gwinnett County Schools

Berkmar School (8-12)
Lilburn, Georgia 30247

Bethesda School (1-7)
Lawrenceville, Georgia 30245

Britt Elementary School (1-4)
Snellville, Georgia 30278

Central Gwinnett-Lawrenceville
School (9-12)
Lawrenceville, Georgia 30245

Dacula School (1-12)
Dacula, Georgia 30211

Duluth Elementary School (4-7)
Duluth, Georgia 30136

Gwinnett County Schools - Continued

...th High School (8-12)
Duluth, Georgia 30136

Grayson School (1-7)
Grayson, Georgia 30221

Harmony School (1-7)
Buford, Georgia 30518

Harris B. B., Elementary School (1-3)
Duluth, Georgia 30136

Lawrenceville Elementary School (5-8)
Lawrenceville, Georgia 30245

Lawrenceville Primary School (1-4)
Lawrenceville, Georgia 30245

Lilburn Elementary School (1-7)
Lilburn, Georgia 30247

Mountain Park Elementary School (1-7)
Lilburn, Georgia 30247

...cross Elementary School (1-3)
Norcross, Georgia 30071

Norcross High School (8-12)
Norcross, Georgia 30071

North Gwinnett School (8-12)
Suwanee, Georgia 30174

Rockbridge School (1-7)
Norcross, Georgia 30071

Snellville Middle School (5-8)
Snellville, Georgia 30278

South Gwinnett School (9-12)
Snellville, Georgia 30278

Sugar Hill School (1-7)
Buford, Georgia 30518

Summerour Elementary School (4-7)
Norcross, Georgia 30071

...anee School (1-7)
...anee, Georgia 30174

Marietta City Schools

Allgood School (1-6)
461 AllgoodRoad N.E.
Marietta, Georgia 30060

Banberry School (1-6)
1390 Banberry Road
Marietta, Georgia 30060

Central School (1-6)
350 Lemon Street N.E.
Marietta, Georgia 30060

Hickory Hills School (1-6)
617 Hickory Drive S.W.
Marietta, Georgia 30060

Keith Junior High School (7-8)
132 Haynes Street N.E.
Marietta, Georgia 30060

Lockheed School (1-6)
250 Howard Street N.E.
Marietta, Georgia 30060

Marietta High School (9-12)
121 Winn Street N.W.
Marietta, Georgia 30060

Marietta Junior High School (7-8)
368 Wright Street S.W.
Marietta, Georgia 30060

Park Street School (1-8)
105 Park Street S.E.
Marietta, Georgia 30060

Pine Forest School (1-6)
311 Aviation Road S.E.
Marietta, Georgia 30060

Waterman Street School (1-6)
202 Waterman Street S.E.
Marietta, Georgia

West Side School (1-6)
344 Polk Street N.W.
Marietta, Georgia 30060

Rockdale County Schools

Carr, J.P., Junior High School (7-8)
987 Taylor Street S.W.
Conyers, Georgia 30207

Rockdale County Schools - Continued

Hicks, C.J., Elementary School (1-6)
Rowland Road
Conyers, Georgia 30207

House, J.H., Elementary School (1-8)
Route # 2, Loganville Road
Conyers, Georgia 30307

Main Street Elementary School (4-6)
954 N. Main Street
Conyers, Gerogia 30207

Pine Street Elementary School (1-3)
960 Pine Street N.E.
Conyers, Georgia 30207

Rockdale County High School (8-12)
1175 Pine Log Road N.E.
Conyers, Georgia 30207

METROPOLITAN ATLANTA AREA

PRIVATE SCHOOL LIBRARIES

Note: No official list of private schools in the Atlanta area is currently available. This list was compiled by using the list of Private Accredited Schools in Georgia (1970-71) the Listing of Elementary and High Schools of the Department of Catholic Education (1970-71) and the Atlanta Metropolitan Area telephone book. All schools included indicated that they offered reference services and that their collections numbered at least 1000 items.

Ahavath Achim Synagogue
600 Peachtree Battle Avenue N.W.
Atlanta, Georgia

Arlington Schools
2605 Fairburn Road S.W.
Atlanta, Georgia

Ar'lyn Worth School
1463 Oxford Road N.E.
Atlanta, Georgia

Ashdun Hall Schools
3830 Ashford Dunwoody Road N.E.
Atlanta, Georgia

Atlanta Academy
1371 Peachtree N.E.
Atlanta, Georgia

Atlanta Junior Academy
734 Mercer Street S.E.
Atlanta, Georgia

Brandon Hall
2500 Spalding Drive
Dunwoody, Georgia

Cascade Road 7th Day Adventist
Elementary School
3870 Cascade Road S.W.
Atlanta, Georgia

Christ the King
46 Peachtree Way N.E.
Atlanta, Georgia

Colonial Hills Christian Schools
134 Newman Avenue
East Point, Georgia

Congregation Beth Jacob Hebrew School
1855 Lavista Road N.E.
Atlanta, Georgia

DeKalb Christian Academy
1985 LaVista Road N.E.
Atlanta, Georgia

Galloway School
215 W. Wieuca Road N.W.
Atlanta, Georgia

Great Atlanta Christian School
Indian Trail Road
Norcross, Georgia

Greater Atlanta Christian Schools,
Inc.
Indian Trail Road
Norcross, Georgia

Hebrew Academy of Atlanta
1892 N. Druid Hills Road N.E.
Atlanta, Georgia

Hebrew Institute of Atlanta
1140 University Drive N.E.
Atlanta, Georgia

Holy Innocents' Episcopal School
805 Mt. Vernon Highway N.W.
Atlanta, Georgia

Immaculate Heart of Mary
2855 Briarcliff Road N.E.
Atlanta, Georgia

Lovett School
4075 Paces Ferry Road N.W.
Atlanta, Georgia

Macon Drive Baptist Christian
School
2119 Polar Rock Road S.W.
Atlanta, Georgia

The Marist School
3790 Ashford-Dunwody Road N.E.
Atlanta, Georgia

Montessori Institute of Atlanta
[illegible] Peachtree Road N.E.
Atlanta, Georgia

Morrow School
Reynolds Road
Morrow, Georgia

Most Blessed Sacrament
3340 Stone Road S.W.
Atlanta, Georgia

Pace Academy
966 West Paces Ferry Road N.W.
Atlanta, Georgia

Our Lady of Lourdes
29 Boulevard N.E.
Atlanta, Georgia

Our Lady of the Assumption
1460 Heart Drive N.E.
Atlanta, Georgia

St. Anthony
[illegible] Gordon Street S.W.
[illegible]anta, Georgia

St. John the Evangelist
240 Arnold Street
Hapeville, Georgia

St. Joseph
81 Lacy Street
Marietta, Georgia

St. Joseph H.S.
320 Courtland Street N.E.
Atlanta, Georgia

St. Jude the Apostle
7171 Glenridge Drive N.E.
Atlanta, Georgia

St. Paul of the Cross
551 Harwell Road N.W.
Atlanta, Georgia

S.S. Peter and Paul
[illegible]60 Telson Road
[illegible]atur, Georgia

St. Pius X H.S.
2674 Johnson Road N.E.
Atlanta, Georgia

St. Thomas More
630 W. Ponce de Leon Avenue
Decatur, Georgia

State Police Acadamy
Confederate Avenue
Atlanta, Georgia

Temple of Israel Academy
861 Mayson and Turner Road N.W.
Atlanta, Georgia

Trinity School
3003 Howell Mill Road N.W.
Atlanta, Georgia

Westminster School
1424 W. Paces Ferry Road N.W.
Atlanta, Georgia

Woodward Academy
325 E. Rugby Avenue
College Park, Georgia

METROPOLITAN ATLANTA AREA

SPECIAL LIBRARIES

Note: No official list of special libraries in the Atlanta area is currently available. This list was compiled by calling every possible institution or business in the Atlanta Metropolitan Area telephone directory. The list includes all those who indicated that they offered reference service and that they had at least 1000 items to use in that service.

Achworth Neighbor
Marietta Daily Journal
580 Fairground Street
Marietta, Georgia 30060

American Libility
Executive Park East
Atlanta, Georgia

Atlanta Constitution
10 Forsyth Street
Atlanta, Georgia

Atlanta Federal Savings & Loan
30 Marietta Street N.W.
Atlanta, Georgia

Atlanta Gas Light
?35 Peachtree N.E.
Atlanta, Georgia

Atlanta Historical Society
3099 Andrew Drive N.W.
Atlanta, Georgia 30305

Atlanta Memorial Arts Library
1280 Peachtree Street
Atlanta, Georgia

Atlanta School of Radio & TV Broadcasting
1371 Peachtree N.E.
Atlanta, Georgia

Atlanta Speech School
3160 Northside Pkwy.
Atlanta, Georgia

Atlanta & West Point Railroad
4 Hunter S.E.
Atlanta, Georgia

Audio Video System
?06 14th Street N.W.
Atlanta, Georgia

Blindness Information Service
1341 Ponce de Leon Avenue N.E.
Atlanta, Georgia

Bronner Brother Public Relations Agency
903 Hunter N.W.
Atlanta, Georgia

Burnham & Co.
2 Peachtree N.W.
Atlanta, Georgia

Burlington Management Service
3376 Peachtree Road N.E.
Atlanta, Georgia

Case & Co. Mgt. Consultants
1422 W. Peachtree N.W.
Atlanta, Georgia

Central Adjustment Bureau
10 Corp Square N.E.
Atlanta, Georgia

Continental Insurance Co.
161 Peachtree N.E.
Atlanta, Georgia

Conway Research
2600 Apple Valley Road N.E.
Atlanta, Georgia

Credit Bureau of Atlanta
136 Marietta N.W.
Atlanta, Georgia

Credit Claims & Collection Inc.
3166 Maple Drive N.E.
Atlanta, Georgia

Crawford W. Long Hospital Medical Library
35 Linden Avenue N.E.
Atlanta, Georgia

Crum & Foster Insurance Companies
770 Spring Street
Atlanta, Georgia

Cumberland Confer. of 7th Day Adventist
3597 Covington Hwy.
Decatur, Georgia

Dale Strebel University of Cosmetology
842 N. Highland Avenue N.E.
Atlanta, Georgia

Decatur University of Cosmetology
and Advanced Hair Design
145 Clairmont Avenue
Decatur, Georgia

DeKalb Contracting Co.
4292 RR Avenue
Tucker, Georgia

DeKalb Developers Assoc.
250 Ponce de Leon
Decatur, Georgia

Dennison Manf. Consultants
3400 Peachtree N.E.
Atlanta, Georgia

Doctors Hospital
2160 Idlewood Road
Tucker, Georgia

Doctor's Memorial Hospital
20 Linden Avenue N.E.
Atlanta, Georgia

E.A. Industrial Corp.
4500 Shallowford Road
Atlanta, Georgia

Easter Seal Society Center
1362 W. Peachtree N.W.
Atlanta, Georgia

Fernbank Science Center
156 Heaton Park Drive
Atlanta, Georgia

First National Bank of Atlanta
2 Peachtree N.W.
Atlanta, Georgia

Fulton County Health Dept.
99 Butler
Atlanta, Georgia

Fulton County Law Library
136 Pryor Street S.W.
Atlanta, Georgia

Georgia Baptist Hospital
300 Boulevard N.E.
Atlanta, Georgia

Georgia Power Company
270 Peachtree N.W.
Atlanta, Georgia

Georgia State Bureau of State
Planning and Community Affairs
270 Washington Street S.W.
Atlanta, Georgia

Grady Memorial Hospital
80 Butler Street
Atlanta, Georgia

Highway Dept. of Georgia
2 Capitol Square S.W.
Atlanta, Georgia

IBM
1439 Peachtree N.E.
Atlanta, Georgia

Industry and Trade Commission
of Georgia
270 Washington Street S.W.
Atlanta, Georgia

Interdenominational Theological
Center
671 Beckwith Street S.W.
Atlanta, Georgia

Jackson's Training School
2254 Carver Drive N.W.
Atlanta, Georgia

Jesse Draper Boy's Club
1462 E. Walker
College Park, Georgia

Kennestone Hospital
737 Church Street N.W.
Marietta, Georgia

Law Engineering Testing - Executive
Offices
396 Plasters Avenue N.E.
Atlanta, Georgia

Learning Research and Development
Inc.
1001 International Boulevard
Hapeville, Georgia

Library for Blind
5 Murphy Avenue
anta, Georgia

Lockheed-Georgia Company-Engineering
Information Center
Dept. 72-34, Zone 460
Marietta, Georgia
Mr. Francis J. Cronin

Macmillan Laboratories-Chemists
148 Walton Way N.W.
Atlanta, Georgia

Management Control Methods, Inc.
Consultants
4 Executive Park East, N.E.
Atlanta, Georgia

Master-Tech Dental Lab.
3663-A Clairmont Road
Chamblee, Georgia

Metro Atlanta Boy's Club, Inc.
Jesse Draper Boy's Club
1462 E. Walker
llege Park, Georgia

Metropolitan Atlanta Boy's Club, Inc.
Warren Memorial Boy's Club
790 Burns Street S.E.
Atlanta, Georgia

Metropolitan Atlanta Boy's Club
Whitehead Boy's Club
1900 Lakewood Avenue
Atlanta, Georgia

Metropolitan Atlanta Mental Health
Assoc.
Henry Grady Offices
Atlanta, Georgia

Mildred Burtzloff
Fulton County Courthouse
Atlanta, Georgia 30303

Mines Mining and Geology Dept.
19 Hunter Street
Atlanta, Georgia

hawk Data Science-Communication
Instruments
1699 Tully Circle N.E.

Piedmont Hospital
Saul's Memorial Library
1968 Peachtree Road N.W.
Atlanta, Georgia

Ponce de Leon Infirmary Medical
Library
144 Ponce de Leon Avenue N.E.
Atlanta, Georgia

RCA Corp., Regional Office
14 Executive Park Drive N.E.
Atlanta, Georgia

Research Information Center

Retail Credit Co.
P.O. Box 4081
Atlanta, Georgia

Scientific-Atlanta, Inc.
3845 Pleasantdale Road
Atlanta, Georgia

Science Technolology Center
Dept. 72-34 Zone 25
Atlanta, Georgia

Southeast Educational Laboratory
3450 International Boulevard
Hapeville, Georgia

Southeast Water Laboratory
Federal Water Pollution Control
College Station Road
Athens, Georgia

Southern Accrediting Association
of Bible Institutes
437 Nelson Street S.W.
Atlanta, Georgia

Southern Bell
1639 Hurt Bldg.
Atlanta, Georgia 30303

St. Joseph's Infirmary
265 Ivy Street N.E.
Atlanta, Georgia

Salvation Army School
1032 Stewart Army S.W.
Atlanta, Georgia

State Library
[illegible]icial Bldg.
[illegible]anta, Georgia

Tree Library & Information Center
at Su-Mac
85 Georgia Avenue S.E.
Atlanta, Georgia

Turner Theological Seminary
171 Ashby Street S.W.
Atlanta, Georgia

U.S. Department of Commerce
400 Home Services Building
75 Forsythe Street N.W.
Atlanta, Georgia

U.S. Department Defense-Defence
Contract Audit Agency
3100 Maple Drive N.E.
Atlanta, Georgia

U.S. Department of Housing and Urban
Development
[illegible]gional Office, Region III
[illegible]chtree 7th Building
[illegible]lanta, Georgia

U.S., Federal Archives Branch
1557 St. Joseph Avenue
East Point, Georgia

United States Forest Service
1720 Peachtree Road N.W.
Atlanta, Georgia

Valene Lovett
Legal Document
City Hall
Atlanta, Georgia 30303

Village of St. Joseph
2969 Butner Road
Atlanta, Georgia

Veterans Administration Hospital
P.O. Box 29457
1670 Clairmont Road N.E.
Atlanta, Georgia

[illegible]R. Dean & Son
4000 Frederick Drive S.W.
Atlanta, Georgia

Williams Sweitzer and Barnum
Inc. - Engineering
1372 Peachtree N.E.
Atlanta, Georgia

Young Women's Christian Association - Women's Center
72 Edgewood Avenue N.E.
Atlanta, Georgia